



**Consulting and Technical Services (CATS)
Task Order Request for Proposals (TORFP)**

**Hardware and Software Maintenance for the
Document Imaging and Workflow System (DIWS)**

CATS TORFP PROJECT NUMBER J00P6200043

**Maryland Department of Transportation
Motor Vehicle Administration**

ISSUE DATE: June 28, 2006

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KEY INFORMATION SUMMARY SHEET

This Consulting and Technical Services (CATS) Task Order Request for Proposals (TORFP) is issued to obtain the services necessary to satisfy the requirements defined in Section 2, Scope of Work. All CATS Master Contractors approved to perform work in the functional area under which this TORFP is released are invited to submit a Task Order (TO) Proposal to this TORFP. Those Master Contractors deciding not to submit a TO Proposal are required to submit the reason(s) why per Section 3.1 of the TORFP. In addition to the requirements of this TORFP, the Master Contractors are subject to all terms and conditions contained in the CATS RFP issued by the Maryland Department of Budget and Management (DBM), Office of Information Technology (OIT) and subsequent Master Contract Project Number 050R5800338, including any amendments.

Although information from the Contractors must be sent to concurrent individuals as stated in this Key Information Summary Sheet, all correspondence from MDOT to the Contractors shall be sent only by the MDOT Contracts Manager or designee.

TORFP Name:	Hardware and Software Maintenance for the Document Imaging and Workflow System (DIWS)
Functional Area:	Electronic Document Management – FA3
TORFP Issue Date:	June 28, 2006
Closing Date and Time:	July 26, 2006 at 12:00 PM
TORFP Issuing Office:	Maryland Department of Transportation (MDOT), Motor Vehicle Administration (MVA), Project Development Division
<p>Questions and Proposals are to be sent to:</p> <p>Questions must be submitted no later than 10 working days prior to TORFP closing date.</p>	<p>MDOT Contracts Manager – Peter Arrey parrey@mdot.state.md.us</p> <p>MDOT Contracts Administrator – Carl Stein cstein@mdot.state.md.us</p> <p>Walter Bayne wbayne@mdot.state.md.us</p>
TO Procurement Officer:	Walter Bayne 6601 Ritchie Highway, N.E. Glen Burnie, MD 21062 Office Phone: (410) 768-7354
TO Manager:	Wayne Wanless 6601 Ritchie Highway, N.E. Glen Burnie, MD 21062 Office Phone: (410) 424-3137 FAX: (410) 768-7159
Project Number:	J00P6200043
TO Type:	Fixed price & Time and Materials
Period of Performance:	Notice to Proceed Date to December 31, 2010
MBE Goal:	30%
Primary Place of Performance:	Maryland Motor Vehicle Administration, Glen Burnie, MD

State Furnish Work Site and/or Access to Equipment, Facilities or Personnel:	
TO Pre-Proposal Conference:	Date: July 6, 2006 Time 9:00 AM See Attachment 6 for directions

NOTICE TO MASTER CONTRACTORS

All CATS Master Contractors approved to perform work in the functional area under which this TORFP is released are invited to submit a Task Order (TO) Proposal to this TORFP. Those Master Contractors deciding not to submit a TO Proposal are required to submit the reason(s) why per Section 3.1 of the TORFP. If you have chosen not to propose to this TORFP, you must complete and email this notice to. wwayne@mdot.state.md.us

If you are submitting a TO Proposal, we also ask that you take a few minutes and provide comments and suggestions regarding the enclosed TORFP.

TORFP Title: Hardware and Software Maintenance for the Document Imaging and Workflow System (DIWS)

TORFP No.: J00P6200043

1. If you have responded with a "not submitting Task Order Proposal", please indicate the reason(s) below:

- Other commitments preclude our participation at this time.
- The subject of the TORFP is not something we ordinarily provide.
- We are inexperienced in the services required.
- Specifications are unclear, too restrictive, etc. (Explain in REMARKS section.)
- The scope of work is beyond our present capacity.
- Doing business with the State of Maryland is too complicated. (Explain in REMARKS section.)
- We cannot be competitive. (Explain in REMARKS section.)
- Time allotted for completion of a Task Order Proposal is insufficient.
- Start-up time is insufficient.
- Bonding/Insurance requirements are too restrictive. (Explain in REMARKS section.)
- TORFP requirements (other than specifications) are unreasonable or too risky. (Explain in REMARKS section.)
- MBE requirements. (Explain in REMARKS section.)
- Prior State of Maryland contract experience was unprofitable or otherwise unsatisfactory. (Explain in REMARKS section.)
- Payment schedule too slow.
-

Other: _____

2. If you have submitted a Task Order Proposal, but wish to offer suggestions or express concerns, please use the Remarks section below.

Remarks:

Master Contractor
Name: _____ Date: _____

Contact Person: _____ Phone ____ - ____ - ____

email _____

SECTION 1 - ADMINISTRATIVE INFORMATION

1.1 RESPONSIBILITY FOR TORFP AND TO AGREEMENT

The TO Procurement Officer has the primary responsibility for the management of the TORFP process, for the resolution of TO Agreement scope issues, and for authorizing any changes to the TO Agreement. See Section 2.7 for information on change orders.

The TO Manager has the primary responsibility for the management of the work performed under the TO Agreement; administration functions, including issuing written directions; ensuring compliance with the terms and conditions of the CATS Master Contract; and, in conjunction with the selected Master Contractor, achieving on budget/on time/on target (e.g., within scope) completion of the Scope of Work.

1.2 TO AGREEMENT

Based upon an evaluation of TO Proposal responses, a Master Contractor will be selected to conduct the work defined in Section 2 Scope of Work. A specific TO Agreement, Attachment 3, will then be entered into between the State and the selected Master Contractor, which will bind the selected Master Contractor (TO Contractor) to the contents of its TO Proposal, including the price proposal.

1.3 TO PROPOSAL SUBMISSIONS

The TO Procurement Officer will not accept submissions after the stated date and exact time. The time will be local time as determined by MVA's e-mail system time stamp. The TO Proposal is to be submitted via e-mail as two attachments in MS Word format. The "subject" line in the e-mail submission shall state the TORFP J00P6200043. The first file will be the TO Proposal technical response to this TORFP and titled, "CATS TORFP J00P6200043 Technical". The second file will be the financial response to this CATS TORFP and titled, "CATS TORFP J00P6200043 Financial". The proposal documents that must be submitted with a signature, Attachment 2 - MBE Forms D-1 and D-2 and Attachment 4 - Conflict of Interest and Disclosure Affidavit, must be submitted as .PDF files with signatures clearly visible.

1.4 MINORITY BUSINESS ENTERPRISE (MBE)

A Master Contractor that responds to this TORFP shall complete, sign, and submit all required MBE documentation (Attachment 2, Forms D-1 and D-2) at the time it submits its TO Proposal. **Failure of the Master Contractor to complete, sign, and submit all required MBE documentation at the time it submits its TO Proposal will result in the State's rejection of the Master Contractor's TO Proposal.**

1.5 eMARYLANDMARKETPLACE FEE

COMAR 21.02.03.06 requires that each Master Contractor that wins a TO Agreement under this TORFP pay a fee to support the operation of eMARYLANDMARKETPLACE. The fee will be due on each TO Agreement that exceeds \$25,000. The applicable fee will be based on TO value, including any options. TO Contractors shall pay the fee as provided by COMAR 21.02.03.06 and in accordance with guidelines issued by the Maryland Department of General Services. A copy of COMAR 21.02.03.06 and the guidelines issued by the Maryland Department of General Services can be found on the eMARYLANDMARKETPLACE website at www.eMarylandMarketplace.com.

The rate(s) or price(s) of the proposal/bid shall include the appropriate fee as per the COMAR 21.02.06.03 fee schedule. Fees may not be quoted as a separate add-on price. A total TO Agreement value that is other than an even dollar amount will be rounded to the nearest whole dollar to determine the appropriate fee level. For example, a total TO Agreement value of

\$50,000.49 will be rounded to \$50,000 and a Level 1 fee will apply. A total TO Agreement value of \$50,000.50 will be rounded to \$50,001 and a Level 2 fee will apply.

1.6 CONFLICT OF INTEREST

The TO Contractor awarded the TO Agreement shall provide IT consulting services for State agencies or component programs with those agencies, and must do so impartially and without any conflicts of interest. Each Master Contractor shall complete and include a Conflict of Interest Affidavit in the form included as Attachment 4 this TORFP with its TO Proposal. If the TO Procurement Officer makes a determination that facts or circumstances exist that give rise to or could in the future give rise to a conflict of interest within the meaning of COMAR 21.05.08.08A, the TO Procurement Officer may reject a Master Contractor's TO Proposal under COMAR 21.06.02.03B.

Master Contractors should be aware that the State Ethics Law, State Government Article, §15-508, might limit the selected Master Contractor's ability to participate in future related procurements, depending upon specific circumstances.

1.7 NON-DISCLOSURE AGREEMENT

Certain system documentation may be available for potential Master Contractors to review at a reading room LOCATED AT Motor Vehicle Administration, 6601 Ritchie Highway N.E., Glen Burnie, Maryland 21062. Master Contractors who review such documentation will be required to sign a Non-Disclosure Agreement in the form of Attachment 10. Please contact the TO Procurement Officer of this TORFP to schedule an appointment.

In addition, certain documentation may be required by the TO Contractor awarded the TO Agreement in order to fulfill the requirements of the TO Agreement. The TO Contractor, employees and agents who review such documents will be required to sign, including but not limited to, a Non-Disclosure Agreement in the form of Attachment 11.

SECTION 2 – SCOPE OF WORK

2.1 PURPOSE, BACKGROUND, AND OBJECTIVES

2.1.1 PURPOSE

The Maryland Motor Vehicle Administration (MVA) is issuing this CATS TORFP to obtain Hardware and Software Maintenance Services for the Document Imaging and Workflow System (DIWS).

2.1.2 MVA INFORMATION

The MVA is a modal administration of MDOT, and is responsible for the issuance of Motor Vehicle titles, tags and driver licenses. The MVA is continuing a transition in its approach to effective and efficient delivery of government services through the implementation of Managing For Results, which focuses on results as well as processes.

PROJECT BACKGROUND

The MVA's Document Imaging and Workflow System (DIWS) is a document imaging and workflow system that is utilized by hundreds of MVA employees at the MVA headquarters located in Glen Burnie, Maryland and MVA branch offices throughout the state of Maryland. DIWS provides both scan and store and workflow functionality to MVA business processes.

DIWS was designed and developed for document imaging and document workflow processing. The system is currently used by seven business divisions and is relied upon to support the daily operations of the Maryland MVA.

Presently, the MDOT Office of Transportation Technology Services (OTTS) and the Maryland MVA Office of Information Resources (OIR) provide the majority of Database Administrator and System Administrator support. The current maintenance contractor provides technical expertise in these areas as required and also maintains all DIWS hardware.

2.2 TECHNICAL REQUIREMENTS

Functional Area I – Software Support and Maintenance

The TO Contractor shall:

- 2.2.1 During the transition period, coordinate and work closely with the current DIWS contractor and MVA Staff to learn the customized Highview software application code, supporting software applications, DIWS database and DIWS system design and architecture so that the selected TO Contractor will be able to provide the software support required in this proposal.
- 2.2.2 provide routine and preventive maintenance services for both production and test environments that include system component upgrades (e.g., installing new updates, upgrades and patches to DIWS Software, including Highview Server Applications, Highview Workstation Applications and Advanced Batch Scanning Client.), and documentation releases during the maintenance period. TO Contractor shall provide routine maintenance services to the MVA as part of the maintenance agreement at no additional charge. There are currently 21 scan stations, 177 workflow stations and 100 retrieval stations for a total of 298 DIWS workstations in operation at MVA locations across the state. The TO Contractor shall request from MVA in advance, approval to schedule and perform all routine maintenance services.

- 2.2.3 troubleshoot problems, repair software bugs and maintain the customized Highview software application and other DIWS system software components for servers and workstations in the production and test environments. A “bug” is defined as “a feature that is determined to be not functioning as designed per the design document”. All installations of the DIWS software applications shall be supported on all servers and workstations that are the property of the Maryland MVA.
- 2.2.4 troubleshoot problems, repair software bugs and maintain programs that provide communication between DIWS and the MVA mainframe in the production and test environments.
- 2.2.5 troubleshoot problems, repair software bugs and maintain programs that support the LF Interface between DIWS and the MVA mainframe in the production and test environments.
- 2.2.6 troubleshoot problems, repair software bugs and maintain the HighView Reminder Manager server and application in the production and test environments.
- 2.2.7 troubleshoot problems, repair software bugs and maintain programs that provide the interface between the DIWS and ACIS systems in the production and test environments.
- 2.2.8 troubleshoot problems, repair software bugs and maintain programs that support the DIWS Biostatistical Database Application in the production and test environments.
- 2.2.9 troubleshoot problems, repair software bugs and maintain programs that provide the DHMH data interface and driver record update capability in DIWS in the production and test environments.
- 2.2.10 troubleshoot problems, repair software bugs and maintain programs that provide DIWS reporting capabilities using the Crystal Reports/Visual Basic interface in the production and test environments.
- 2.2.11 provide modifications to Highview code and database to allow for the modification and/or creation of Microsoft Word and Adobe Acrobat forms and correspondence in the production and test environments.
- 2.2.12 provide system (i.e., hardware, software, and communications) licensing agreements that are perpetual and non-revocable except where COTS and third party components are used. The licenses for all licensable software will reside with the MVA.
- 2.2.13 The TO Contractor software support and maintenance staff shall receive, both electronically and by phone to a system support number, question and problem requests emanating from the MVA's Help Desk. Note: The MVA currently uses Computer Associates' Unaccented as its Help Desk question/problem and resolution-tracking database.
- 2.2.14 The TO Contractor hardware and software support and maintenance staff shall be available by phone number Monday through Friday 8:00am to 5:00pm local time and Saturday 8:00am to 12:00pm. The MVA TO Project Manager must formally approve any deviations from the required work schedule.
- 2.2.15 The TO Contractor personnel shall be available during normal business workdays for the State of Maryland between the hours of 8:00 AM to 5:00 PM, local time, to conduct meetings, testing, and any other project related activities that require the participation of State personnel.

- 2.2.16 The TO Contractor personnel may be required to work after hours and/or weekends to perform system development, testing, maintenance or other activities. The need to provide after hours / weekend labor shall be considered and priced into this proposal – MVA shall incur no additional cost beyond the proposed cost for after hours / weekend work.
- 2.2.17 Software support and maintenance staff must be qualified TO Contractor employee(s) who can directly assist authorized MVA employees, DIWS users, and TO Contractor personnel with system questions or problems. All service calls placed to the software support and maintenance staff must be responded to via callback within 15 minutes.
- 2.2.18 A TO Contractor qualified technician shall be on site within one (1) hour of receiving a call for service at the MVA Headquarters in Glen Burnie from the MVA Help Desk. A qualified technician shall be on site within four (4) hours of receiving a call from the MVA Help Desk for service at any other location. During the hours of work as stated in Section 4.3, at least one member of the TO Contractor software support and maintenance staff shall be located onsite at the Glen Burnie Headquarters in order to receive and respond to question and problem requests from the MVA Help Desk.
- 2.2.19 The TO Contractor shall modify DIWS software components or make system changes as may be required by State or Federal legislation or other MVA initiatives. Requirements for these modifications shall be developed and deliverables shall be identified by the Motor Vehicle Administration. The modifications shall be performed on a time and materials basis using the hourly rates and labor categories submitted in the TO Contractor’s proposal. For evaluation purposes, the TO Contractor shall plan for 12,500 total hours to be used at the discretion of the MVA over the course of the contract in its entirety. The TO Contractor shall test and deploy software modifications in both the production and test environments.
- 2.2.20 The DIWS System must meet the minimum performance requirements as listed below.
- a. The DIWS system shall be able to retrieve images from magnetic media in three (3) seconds or less.
 - b. The DIWS system shall be able to turn a page within an imaged document in one (1) second or less.
 - c. The DIWS system shall be able to image 100,000 images per day.
 - d. The DIWS system shall be able to make document inquiries to the indexing server in three (3) seconds or less.

Upon commencing work on this task order, the TO Contractor shall conduct an initial performance evaluation to determine whether the system meets these performance requirements. If the system meets the performance requirements above, the TO Contractor shall be responsible for ensuring that these performance requirements are met throughout the duration of this task order. If during this initial performance evaluation the system is found to not meet the performance requirements above, the selected TO Contractor shall inform the MVA Project Manager of the discrepancy. The MVA Project Manger shall work with the selected TO Contractor to determine if reduced performance requirements will be acceptable or if other steps need to be taken to improve the performance of the system.

- 2.2.21 The TO Contractor shall provide monthly performance reports that contain statistics on system performance including retrieval speeds, number of images scanned and storage usage. The identification of serious system performance problems or issues should be provided in the monthly performance reports.

- 2.2.22 The TO Contractor software support and maintenance staff shall electronically provide to the MVA comprehensive problem and resolution reports for status monitoring. Weekly reports shall be produced, providing a detailed list of all system issues reported in the past week and the current status of those issues. Summary statistics such as average response times, average turnaround time and call frequency shall be included. The identification of serious problems or issues shall be provided in the status reports.
- 2.2.23 The TO Contractor shall produce a detailed Software Maintenance Manual providing specific procedures and actions that shall be taken by software support and maintenance personnel to resolve software related problems and issues on both the server and client side that will need to be resolved in order to maintain the performance and operability of the DIWS system.
- 2.2.24 The TO Contractor shall produce a Transition Plan providing specific procedures, instructions, and pertinent documentation to aid in the transition of DIWS software support to the incumbent DIWS Maintenance contractor at the end of the maintenance period (December 31, 2010). Transition Plan shall be submitted in both electronic (MS Word or equivalent) and binder (hard copy) formats, and approved by the MVA no less than one hundred and eighty-days prior to contract expiration (December 31, 2010).
- 2.2.25 The TO Contractor shall be required to coordinate and work closely with the incumbent DIWS Maintenance contractor a minimum of forty-five days prior to contract expiration (December 31, 2010) to insure the incumbent DIWS Maintenance contractor will be able to provide software support as required in this proposal.

Functional Area II – Hardware Support and Maintenance

- 2.2.26 During the transition period, the TO Contractor shall be required to coordinate and work closely with the current DIWS contractor to learn the DIWS system design, hardware and architecture so that the selected TO Contractor will be able to provide the hardware support required in this proposal.
- 2.2.27 The TO Contractor shall provide routine and preventive maintenance services of system components for both production and test environments that include system component upgrades and hardware/communications component replacements during the maintenance period. Routine maintenance services shall be provided to the MVA as part of the maintenance agreement at no additional charge. The TO Contractor shall request from MVA in advance, approval to schedule and perform all routine maintenance services.
- 2.2.28 For specified hardware (See Attachment 15), the TO Contractor shall be responsible for the replacement of defective system hardware and communications components for both production and test environments unless covered under the warranty agreement. This includes labor, materials and shipping costs.
- 2.2.29 The TO Contractor shall complete repairs or replacements of critical system components (i.e. storage controllers, SAN components, switches, indexing database, servers and server components) and return the system back to normal operating conditions within 12 hours after the problem was reported to the MVA Help Desk. If critical system components cannot be repaired/replaced within the 12-hour limitation, the TO Contractor shall notify the MVA TO Project Manager and provide an estimate as to when the repair/replacement will be completed. Until the repair/replacement is completed, the TO Contractor shall provide an alternative or workaround solution to provide the functionality that was lost due to the hardware failure, at no additional cost to MVA. This alternative or workaround solution shall be provided within 24 hours after the problem was reported to the MVA Help Desk.

- 2.2.30 The TO Contractor shall complete repairs or replacements of non-critical system components and return the system back to normal operating conditions by the end of the second work day following the day the problem was reported to the MVA Help Desk.
- 2.2.31 The MVA reserves the right to require the replacement of any hardware component that has more than three service calls in any consecutive 90-day period. This will be exercised by the MVA, when at his or her discretion, the MVA TO Project Manager feels that the equipment service is not resolving an ongoing, repetitive problem. The TO Contractor will be required to complete such a request within 24 hours of notification, at no additional cost to MVA.
- 2.2.32 Replacement and repair parts provided by the TO Contractor under this maintenance agreement shall be the same as, or consistent with and equivalent to the Original Equipment Manufacturer's (OEM) equipment design, and shall be the latest revision level. If it becomes necessary to replace existing equipment with non-OEM parts, the MVA shall be notified and give approval in advance. The MVA TO Project Manager reserves the right to reject substitute replacement parts. The installation of previously used parts (i.e. not new) is acceptable upon approval by the MVA, which approval will not be unreasonably withheld. If however, a pattern of equipment failure develops due to installation of used parts of inferior quality, the MVA may withhold its approval of the continued installation of used parts.
- 2.2.33 In the event that new hardware is required to replace existing hardware under the terms of this task order, the TO Contractor shall provide support and maintenance for the new hardware.
- 2.2.34 The Office of Information Resources (OIR) shall be responsible for the hardware maintenance of all PC's with the HighView client software installed. The TO Contractor shall be responsible for the hardware maintenance and support of cluster servers, test servers, utility servers. The TO Contractor shall be responsible for the hardware maintenance of scanners and scanner related hardware as listed in Attachment 15.
- 2.2.35 Support and maintenance for all scanner and scanner-related equipment as listed in Attachment 15 shall be the TO Contractor's responsibility for the duration of the contract
- 2.2.36 The Hardware support and maintenance staff shall receive; both electronically and by phone to a system support contact number, question and problem requests emanating from the MVA's Help Desk. Note: The MVA currently uses Computer Associates' Unicenter as its Help Desk question/problem and resolution-tracking database.
- 2.2.37 The hardware and software support and maintenance staff shall be available by phone number Monday through Friday 8:00am to 5:00pm local time and Saturday 8:00am to 12:00pm. The MVA Project Manager must formally approve any deviations from the required work schedule.
- 2.2.38 The TO Contractor personnel shall be available during normal business workdays for the State of Maryland between the hours of 8:00 AM to 5:00 PM, local time, to conduct meetings, testing, and any other project related activities that require the participation of State personnel.
- 2.2.39 The TO Contractor personnel may have to work after hours and/or weekends to perform system development, testing, maintenance or other activities. The cost shall be included in the To Contractor's financial proposal.
- 2.2.40 TO Contractor hardware support and maintenance staff must be qualified TO Contractor employee(s) who can directly assist authorized MVA employees, DIWS users, and TO Contractor personnel with system questions or problems. All service calls placed to the

TO Contractor hardware support and maintenance staff must be responded to via callback within 15 minutes.

- 2.2.41 A TO Contractor qualified technician shall be on site within one (1) hour of receiving a call from the MVA Help Desk for service at the MVA Headquarters in Glen Burnie. A qualified technician shall be on site within four (4) hours of receiving a call for service at any other location. During the hours of work as stated in Section 4.3, at least one member of the hardware support and maintenance staff shall be located onsite at the Glen Burnie Headquarters in order to receive and respond to question and problem requests from the MVA Help Desk.
- 2.2.42 The TO Contractor hardware support and maintenance staff shall electronically provide to the MVA comprehensive problem and resolution reports for status monitoring. Weekly reports will be produced, providing a detailed list of all system issues reported in the past week and the current status of those issues. Summary statistics such as average response times average turnaround time and call frequency should be included. The identification of serious problems or issues should be provided in the status reports.
- 2.2.43 The TO contractor shall produce a detailed Hardware Maintenance Manual providing specific procedures and actions that shall be taken by hardware support and maintenance personnel to resolve hardware related problems and issues on both the server and client side that will need to be resolved in order to maintain the performance and operability of the DIWS system.
- 2.2.44 The TO Contractor shall participate in the review, on a monthly basis, of the MVA DIWS Contingency/Disaster Recovery Plan to ensure accuracy and to recommend any changes that may be required to the document.
- 2.2.45 The TO Contractor shall participate in Disaster Recovery exercises. The TO Contractor shall participate in the implementation of the Contingency/Disaster Recovery Plan in the event of an actual disaster or catastrophic system failure.
- 2.2.46 The Contractor shall produce a Transition Plan providing specific procedures, instructions, and pertinent documentation to aid in the transition of DIWS hardware support to the incumbent DIWS Maintenance contractor at the end of the maintenance period (December 31, 2010). Transition Plan shall be submitted in both electronic (MS Word or equivalent) and binder (hard copy) formats, and approved by the MVA no less than one hundred and eighty-days prior to contract expiration (December 31, 2010).
- 2.2.47 The Contractor shall be required to coordinate and work closely with the incumbent DIWS Maintenance contractor a minimum of forty-five days prior to contract expiration (December 31, 2010) to insure the incumbent DIWS Maintenance contractor will be able to provide hardware support as required in this proposal.

2.2.1 PROJECT APPROACH

Daily operations of the system/software necessitate that maintenance and support personnel identify system problems and develop potential modifications needed to ensure that the system continues to operate as Specified and to produce quality data. Daily maintenance activities for the system takes place to ensure that any previously undetected errors are fixed by the TO Contractor. Maintenance personnel determine that modifications to the system and databases are needed to resolve errors or performance problems. Also, modifications may be needed to provide new capabilities or to take advantage of hardware upgrades or new releases of system software and application software used to operate the system. New capabilities may take the form of routine maintenance or may constitute enhancements to the system or database as a response to user requests for new/improved capabilities. The need for new capabilities and functionality can begin a new problem modification process.

2.2.2 DELIVERABLES:

The following are milestones and their associated deliverables.

Phase I - Software Support and Maintenance:

Milestone I – Software Support and Maintenance

- 2.2.2.1 Deliverable 1** – Complete Transition Tasks
- 2.2.2.2 Deliverable 2** – On-going Software Support and Maintenance
- 2.2.2.3 Deliverable 3** – Modify Software Components on a Time and Materials Basis
- 2.2.2.4 Deliverable 4** – Initial System Performance Evaluation
- 2.2.2.5 Deliverable 5** – Monthly System Performance Reports
- 2.2.2.6 Deliverable 6** – Weekly Software Maintenance Reports
- 2.2.2.7 Deliverable 7** – Software Maintenance Manual
- 2.2.2.8 Deliverable 8** – Software Transition Plan

Phase II - Hardware Support and Maintenance:

Milestone II – DIWS Hardware Maintenance Support

- 2.2.2.9 Deliverable 1** – Complete Transition Tasks
- 2.2.2.10 Deliverable 2** – On-going Hardware Support and Maintenance
- 2.2.2.11 Deliverable 3** – Weekly Hardware Maintenance Reports
- 2.2.2.12 Deliverable 4** – Hardware Maintenance Manual
- 2.2.2.13 Deliverable 5** – Hardware Transition Plan

Upon completion of a deliverable, the TO Contractor shall document each deliverable in final form to the TO Manager for acceptance. The TO Contractor shall memorialize such delivery in an Agency Receipt of Deliverable Form (Attachment 8). The TO Manager shall countersign the Agency Receipt of Deliverable Form indicating receipt of the contents described therein.

Upon receipt of a final deliverable, the TO Manager shall commence a review of the deliverable as required to validate the completeness and quality in meeting requirements. Upon completion of validation, the TO Manager shall issue to the TO Contractor notice of acceptance or rejection of the deliverables in an Agency Acceptance of Deliverable Form (Attachment 9). In the event of rejection, the TO Contractor shall correct the identified deficiencies or non-conformities. Subsequent project tasks may not continue until deficiencies with a deliverable are rectified and accepted by the TO Manager or the TO Manager has specifically issued, in writing, a waiver for conditional continuance of project tasks. Once the State's issues have been addressed and resolutions are accepted by the TO Manager, the TO Contractor will incorporate the resolutions into the deliverable and resubmit the deliverable for acceptance. Accepted deliverables shall be invoiced within 30 days in the applicable invoice format (Reference 2.6 Invoicing).

When presented for acceptance, a written deliverable defined as a final document must satisfy the scope and requirements of this TORFP for that deliverable. Final written deliverables shall not contain structural errors such as poor grammar, misspellings or incorrect punctuation, and must:

- A) Be presented in a format appropriate for the subject matter and depth of discussion.
- B) Be organized in a manner that presents a logical flow of the deliverable's content.
- C) Represent factual information reasonably expected to have been known at the time of submittal.
- D) Present information that is relevant to the section of the deliverable being discussed.

The State required deliverables are defined below. Within each task, the TO Contractor may suggest other subtasks or deliverables to improve the quality and success of the project.

2.2.3 DELIVERABLE/DELIVERY SCHEDULE:

ID	Deliverables for 2.2.3	Expected Completion:
2.2.2.1	Milestone I, Deliverable 1	NTP + 30 Calendar Days
2.2.2.2	Milestone I, Deliverable 2	NTP + 0 Calendar Days
2.2.2.3	Milestone I, Deliverable 3	NTP + 30 Calendar Days
2.2.2.4	Milestone I, Deliverable 4	NTP + 45 Calendar Days
2.2.2.5	Milestone I, Deliverable 5	NTP + 30 Calendar Days
2.2.2.6	Milestone I, Deliverable 6	NTP + 7 Calendar Days
2.2.2.7	Milestone I, Deliverable 7	NTP + 60 Calendar Days
2.2.2.8	Milestone I, Deliverable 8	EOC – 180 Calendar days
2.2.2.9	Milestone II, Deliverable 1	NTP + 30 Calendar Days
2.2.2.10	Milestone II, Deliverable 2	NTP + 0 Calendar Days
2.2.2.11	Milestone II, Deliverable 3	NTP + 7 Calendar Days
2.2.2.12	Milestone II, Deliverable 4	NTP + 60 Calendar Days
2.2.2.13	Milestone II, Deliverable 5	EOC – 180 Calendar days

2.2.4 REQUIRED PROJECT POLICIES, GUIDELINES AND METHODOLOGIES

The TO Contractor shall be required to comply with all applicable laws, regulations, policies, standards and guidelines affecting information technology projects, which may be created or changed periodically. The TO Contractor shall adhere to and remain abreast of current, new, and revised laws, regulations, policies, standards and guidelines affecting project execution. These may include, but are not limited to:

- A) The State’s System Development Life Cycle (SDLC) methodology at: www.dbm.maryland.gov - keyword: SDLC.
- B) The State Information Technology Security Policy and Standards at: www.dbm.maryland.gov - keyword: Security Policy.
- C) The State Information Technology Project Oversight at: www.dbm.maryland.gov - keyword: IT Project Oversight.
- D) The State of Maryland Enterprise Architecture at www.dbm.maryland.gov - keyword: MTAF Guiding Principles.
- E) The TO Contractor shall follow the project management methodologies that are consistent with the Project Management Institute’s Project Management Body of Knowledge Guide. TO Contractor’s staff and subcontractors are to follow a consistent methodology for all TO activities,

2.3 TO CONTRACTOR EXPERTISE REQUIRED

The TO Contractor staff must demonstrate a level of expertise and past experience with similar projects and particularly with the hardware and software maintenance and support of document imaging systems.

2.4 TO CONTRACTOR MINIMUM QUALIFICATIONS

The following minimum qualifications are mandatory. The TO Contractor shall be capable of furnishing all necessary services required to successfully complete all tasks and work requirements and produce high quality deliverables described herein. The TO Contractor shall demonstrate, in its proposal, that it possesses such expertise in-house or has fostered strategic alliances with other firms for providing such services:

The Master Contractor shall describe how their organization can meet the qualifications of this TORFP and shall include the following:

- 2.4.1 An overview of the Master Contractor's experience and capabilities rendering services similar to those included in this TORFP. This description shall include:
 - 2.4.1.1 Corporate size, length of time the corporation has been providing system maintenance and support services, key business partners, and the number of employees dedicated to providing maintenance and support services.
 - 2.4.1.2 Technical skills and certifications of the TO Contractor's employees associated with providing maintenance and support services within the locations involved in the direct support of the facilities detailed in this bid,
 - 2.4.1.3 Experience, training and certification relative to the specific components of hardware and services of this TORFP for employees associated with providing maintenance and support services within the locations involved in the direct support of the facilities detailed in this request for bid,
 - 2.4.1.4 Real-time monitoring and Call Management capabilities,
 - 2.4.1.5 System management of the maintenance of the DIWS system,
 - 2.4.1.6 Configuration management and control,
 - 2.4.1.7 The number of clients and geographic locations the Master Contractor currently serves,
- 2.4.2 An organization chart of the Master Contractor showing all major component units, which component(s) will perform the requirements of this contract, where the management of this contract will fall within the organization, and what corporate resources will be available to support this contract in both primary and secondary, or back-up roles.
- 2.4.3 Up to three (3) references from its customers who are capable of documenting:
 - 2.4.3.1 The Master Contractor's ability to manage projects of comparable size and complexity.
 - 2.4.3.2 Each client reference must be from a client of which at least one should be a document imaging system and must include the following information:
 - Name of client organization
 - Name, title, and telephone number of Point of Contact for client organization
 - Value, type, and duration of contract(s) supporting client organization

The services provided, scope of the contract, objectives satisfied

2.5 INVOICING

Payment will only be made upon completion and acceptance of the deliverables as defined in 2.2.3.

Invoice payments to the TO Contractor shall be governed by the terms and conditions defined in the CATS Master Contract. Invoices for payment shall contain the TO Contractor's Federal Employer Identification Number (FEIN), as well as the information described below, and must be submitted to the TO Manager for payment approval. Payment of invoices will be withheld if a signed Acceptance of Deliverable form – Attachment 9, is not submitted.

The TO Contractor shall submit invoices for payment upon acceptance of separately priced deliverables, on or before the 15th day of the month following receipt of the approved notice(s) of acceptance from the TO Manager. A copy of the notice(s) of acceptance shall accompany all invoices submitted for payment.

2.5.1 INVOICE SUBMISSION PROCEDURE

This procedure consists of the following requirements and steps:

- A) The invoice shall identify the Maryland Motor Vehicle Administration as the TO Requesting Agency, deliverable description, associated TO Agreement number, date of invoice, period of performance covered by the invoice, and a TO Contractor point of contact with telephone number.
- B) The TO Contractor shall send the original of each invoice and supporting documentation (itemized billing reference for employees and any subcontractor and signed Acceptance of Deliverable form – Attachment 9, for each deliverable being invoiced) submitted for payment to the Maryland Motor Vehicle Administration at the following address:

Motor Vehicle MVA
Accounts Payable Unit
Room 220
6601 Ritchie Highway
Glen Burnie, MD 21062

- C) Invoices for final payment shall be clearly marked as “FINAL” and submitted when all work requirements have been completed and no further charges are to be incurred under the TO Agreement. In no event shall any invoice be submitted later than 60 calendar days from the TO Agreement termination date.

2.6 REPORTING

2.6.1 Project Management:

The TO Contractor and the Maryland Motor Vehicle Administration shall conduct monthly progress meetings. A monthly project progress report shall be submitted two (2) days in advance prior to the discussion to the TO Manager and shall contain, at a minimum, the following information:

- Maryland Motor Vehicle Administration name, TO Number, functional area name and number, reporting period and “Progress Report” to be included in the e-mail subject line.
- Work accomplished during the weekly period.
- Deliverable progress, as a percentage of completion.
- Problem areas including scope creep or deviation from the work plan.
- Planned activities for the next reporting period.
- Gantt chart updated from the original to show actual progress; as applicable, explanations for variances and plan for completion on schedule.
- An accounting report for the current reporting period and a cumulative summary of the totals for both the current and previous reporting periods. The accounting report shall include amounts invoiced-to-date and paid-to-date.

2.6.2 MBE

Monthly reporting of MBE participation is required in accordance with the terms and conditions of the Master Contract. The TO Contractor shall provide a completed MBE Participation form (Attachment 2, Form D-5) to the Maryland Motor Vehicle Administration, at the same time the invoice copy is sent. The TO Contractor shall ensure that each MBE Subcontractor provides a completed MBE Participation Form (Attachment 2, Form D-6). Subcontractor reporting shall be sent directly from the subcontractor to the Maryland Motor Vehicle Administration. The Maryland Motor Vehicle Administration will monitor both the TO Contractor's efforts to achieve the MBE participation goal and compliance with reporting requirements. TO Contractors shall email completed forms to the Maryland Motor Vehicle Administration at wbayne@mdot.state.md.us.

2.7 CHANGE ORDERS

If the TO Contractor is required to perform additional work, or there is a work reduction due to unforeseen scope changes, the TO Contractor and TO Manager shall negotiate a mutually acceptable price modification based on the TO Contractor's proposed rates in the Master Contract and scope of the work change. No scope of work modifications shall be performed until a change order is executed by the TO Procurement Officer.

SECTION 3 - TO PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

3.1 REQUIRED RESPONSE

Each Master Contractor receiving this CATS TORFP must respond within the submission time designated in the Key Information Summary Sheet. Each Master Contractor is required to submit one of two possible responses: 1) a proposal or 2) a completed Notice to Master Contractors explaining why the Master Contractor will not be submitting a proposal.

3.2 FORMAT

If a Master Contractor elects to submit a TO Proposal, the Master Contractor shall do so in conformance with the requirements of this CATS TORFP. A TO Proposal shall provide the following:

3.2.1 THE TECHNICAL PORTION OF THE TO PROPOSAL SHALL INCLUDE:

A) Proposed Services – Work Plan

- 1) **Requirements:** A detailed discussion of the Master Contractor's understanding of the work and the Master Contractor's capabilities, approach and solution to address the requirements outlined in Section 2.
- 2) **Assumptions:** A description of any assumptions formed by the Master Contractor in developing the Technical Proposal.
- 3) **Risk Assessment:** An assessment of any risks inherent in the work requirements and actions to mitigate these risks.
- 4) **Proposed Solution:** A description of the Master Contractor's proposed solution to accomplish the specified work requirements.
- 5) **Proposed Tools:** A description of all proposed tools that will be used to facilitate the work.
- 6) **Tasks and Deliverables:** A description of and the schedule for each task and deliverable, illustrated by a Gantt chart. Start and completion dates for each task, milestone, and deliverable shall be indicated. The Gantt chart will form the baseline for task order monitoring, and will be updated bi-weekly as part of progress reporting (see Section 2.7.1 Project Management).
- 7) **Work Breakdown Structure:** A detailed work breakdown structure and staffing schedule, with labor hours by skill category that will be applied to meet each milestone and deliverable, and to accomplish all specified work requirements.
- 8) **Acceptance Criteria:** A statement acknowledging the Master Contractor's understanding of the acceptance criteria.

B) Proposed Personnel

- 1) Identify and provide resumes for all proposed personnel by labor category.
- 2) Provide the names and titles of all key management personnel who will be involved with supervising the services rendered under this TO Agreement.
- 3) Complete and provide Attachment 5 – Labor Classification Personnel Resume Summary.

C) MBE Participation

- 1) Submit completed MBE Documents Attachment 2, Forms D-1 and D-2.

D) Subcontractors

- 1) Identify all proposed subcontractors, including MBEs, and their full roles in the performance of this TORFP Scope of Work.

E) Master Contractor and Subcontractor Experience and Capabilities

- 1) Provide three examples of projects that you have completed that were similar in scope to the one defined in this TORFP Scope of Work. Each of the three examples must include a reference complete with the following:
 - a) Name of organization.
 - b) Name, title, and telephone number of point-of-contact for the reference.
 - c) Type, and duration of contract(s) supporting the reference.
 - d) The services provided, scope of the contract and performance objectives satisfied as they relate to the scope of this TORFP.
 - e) Whether the Master Contractor is still providing these services and, if not, an explanation of why it is no longer providing the services to the client organization.
- 2) State of Maryland Experience: If applicable, the Master Contractor shall submit a list of all contracts it currently holds or has held within the past five years with any entity of the State of Maryland. For each identified contract, the Master Contractor shall provide:
 - a) The State contracting entity,
 - b) A brief description of the services/goods provided,
 - c) The dollar value of the contract,
 - d) The term of the contract,
 - e) Whether the contract was terminated prior to the specified original contract termination date,
 - f) Whether any available renewal option was not exercised,
 - g) The State employee contact person (name, title, telephone number and e-mail address).

This information will be considered as part of the experience and past performance evaluation criteria in the TORFP.

F) Proposed Facility

- 1) Identify Master Contractor's facilities including address, from which any work will be performed.

G) State Assistance

- 1) Provide an estimate of expectation concerning participation by State personnel.

H) Confidentiality

- 1) A Master Contractor should give specific attention to the identification of those portions of its proposal that it considers confidential, proprietary commercial information or trade secrets, and provide justification why such materials, upon request, should not be disclosed by the State under the Public Information Act, Title 10, Subtitle 6, of the State Government Article of the Annotated Code of Maryland. TO Contractors are advised that, upon request for this information from a third party, the TO Procurement Officer will be required to make an independent determination regarding whether the information may be disclosed.

3.2.2 THE FINANCIAL RESPONSE OF THE TO PROPOSAL SHALL INCLUDE:

- A) A description of any assumptions on which the Master Contractor's Financial Proposal is based.
- B) Completed Financial Proposal - See Attachments 1 and 1a. Attachment 1 shall contain time and materials information pertaining to the labor rates and categories as specified in Requirement 2.2.19 of this TORFP. Attachment 1a shall contain fixed price information for the deliverables as stated.

SECTION 4 - PROCEDURE FOR AWARDING A TO AGREEMENT

4.1 EVALUATION CRITERIA

The TO Contractor will be selected from among all eligible Master Contractors within the appropriate functional area responding to the CATS TORFP. In making the TO Agreement award determination, the Maryland Motor Vehicle Administration will consider all information submitted in accordance with Section 3.

4.2 TECHNICAL CRITERIA

The following are technical criteria for evaluating a TO Proposal in descending order of importance.

1. The Judged Quality of the overall understanding of the work required.
 2. The qualifications of the proposed personnel
 3. past performance on engagements provided as reference accounts
- 4.3 SELECTION PROCEDURES**
- 4.3.1 TO Proposals deemed technically qualified will have their financial proposal considered. All others will receive e-mail notice from the TO Procurement Officer of not being selected to perform the work.
 - 4.3.2 Qualified TO Proposal financial responses will be reviewed and ranked from lowest to highest price proposed.

The most advantageous TO Proposal offer considering technical and financial submission shall be selected for the work assignment. In making this selection, technical merit will receive greater weight than price.

4.4 COMMENCEMENT OF WORK UNDER A TO AGREEMENT

Commencement of work in response to a TO Agreement shall be initiated only upon issuance of a fully executed TO Agreement, Purchase Order and by a Notice to Proceed authorized by the TO Procurement Officer. See Attachment for a sample of a Notice to Proceed.

**ATTACHMENT 1A
PRICE PROPOSAL FORM
PRICE PROPOSAL FOR CATS TORFP # J00P6200043**

Identification	Deliverable	Proposed Price
2.2.2.1	Complete Transition Tasks	
2.2.2.2	On-going Software Support and Maintenance	
2.2.2.3	Modify Software Components on a Time and Materials Basis	
2.2.2.4	Initial System Performance Evaluation	
2.2.2.5	Monthly System Performance Reports	
2.2.2.6	Weekly Software Maintenance Reports	
2.2.2.7	Software Maintenance Manual	
2.2.2.8	Software Transition Plan	
2.2.2.9	Complete Transition Tasks	
2.2.2.10	On-going Hardware Support and Maintenance	
2.2.2.11	Weekly Hardware Maintenance Reports	
2.2.2.12	Hardware Maintenance Manual	
2.2.2.13	Hardware Transition Plan	
Total Proposed Fixed Price		

SUBMIT THIS WITH THE FINANCIAL RESPONSE

ATTACHMENT 2 – MBE FORMS

**ATTACHMENT 2 - FORM D-1
CERTIFIED MBE UTILIZATION AND FAIR SOLICITATION
AFFIDAVIT**

In conjunction with the bid or offer submitted in response to CATS TORFP No. J00P6200043, I affirm the following:

I acknowledge the overall certified Minority Business Enterprise (MBE) participation goal of thirty (30) percent. I commit to make a good faith effort to achieve this goal.

In the solicitation of subcontract quotations or offers, MBE subcontractors were provided not less than the same information and amount of time to respond, as were non-MBE subcontractors.

The solicitation process was conducted in such a manner so as to not place MBE subcontractors at a competitive disadvantage to non-MBE subcontractors.

I solemnly affirm under the penalties of perjury that the contents of this paper are true to the best of my knowledge, information, and belief.

Master Contractor Name

Signature of Affiant

Address

Printed Name, Title

Date

SUBMIT THIS WITH THE TECHNICAL RESPONSE

ATTACHMENT 2 - FORM D-2
MBE OUTREACH EFFORTS COMPLIANCE STATEMENT

In conjunction with the TO Proposal submitted in response to CATS TORFP No. J00P6200043, I state the following:

1. Master Contractor identified opportunities to subcontract in these specific work categories:
2. Attached to this form are copies of written solicitations (with bidding instructions) used to solicit certified MBEs for these subcontract opportunities.
3. Master Contractor made the following attempts to contact personally the solicited MBEs:
4. Master Contractor assisted MBEs to fulfill or to seek waiver of bonding requirements. (DESCRIBE EFFORTS)
5. This project does not involve bonding requirements.
6. Master Contractor did/did not attend the pre-bid conference
 No pre-bid conference was held.

_____ By: _____
Master Contractor Name Authorized Signature

_____ Name, Title
Address

Date

SUBMIT THIS WITH THE TECHNICAL RESPONSE

**ATTACHMENT 2 - FORM D-3
MBE PARTICIPATION SCHEDULE**

Master Contractor (Firm Name, Address, Phone)	Project Description
Project Number: J00P6200043	Total Contract Amount \$
List Information For Each Certified MBE Subcontractor On This Project	
A. Minority Firm Name, Address, Phone	MBE Classification: _____
	MBE Certification Number
Work To Be Performed	
Project Commitment Date	Project Completion Date
Agreed Dollar Amount	Percentage Of Total Contract
B. Minority Firm Name, Address, Phone	MBE Classification: _____
	MBE Certification Number
Work To Be Performed	
Project Commitment Date	Project Completion Date
Agreed Dollar Amount	Percentage Of Total Contract
C. Minority Firm Name, Address, Phone	MBE Classification: _____
	MBE Certification Number
Work To Be Performed	
Project Commitment Date	Project Completion Date
Agreed Dollar Amount	Percentage Of Total Contract
D. Minority Firm Name, Address, Phone	MBE Classification: _____
	MBE Certification Number
Work To Be Performed	
Project Commitment Date	Project Completion Date
Agreed Dollar Amount	Percentage Of Total Contract

MBE Firms Total Dollar Amount Overall \$ _____

MBE Firms Total Percentage Overall _____%

African American MBE Dollar Amount \$ _____

African American MBE Percentage _____%

Women MBE Dollar Amount \$ _____

Women MBE Percentage _____%

List Additional MBE Subcontractors or Provide Any Additional Comments on Separate Paper.

Document Prepared By: (Please print or type)

Name: _____ Title: _____

SUBMIT WITHIN 10 DAYS OF NOTIFICATION OF AWARD

ATTACHMENT 2- FORM D-4
SUBCONTRACTOR PROJECT PARTICIPATION STATEMENT

SUBMIT ONE FORM FOR EACH CERTIFIED MBE LISTED IN THE MBE PARTICIPATION SCHEDULE

Provided that _____ is awarded the State contract in
Master Contractor Name

conjunction with CATS TORFP No. J00P6200043, it and _____,
(Subcontractor Name)

MDOT Certification No. _____, intend to enter into a contract by which Subcontractor shall:
(describe work)

- No bonds are required of Subcontractor
- The following amount and type of bonds are required of Subcontractor:

Master Contractor Signature

Subcontractor Signature

By: _____
Name, Title

By: _____
Name, Title

Date

Date

SUBMIT WITHIN 10 DAYS OF NOTIFICATION OF AWARD

**ATTACHMENT 2 - FORMS D-5 AND D-6
MASTER CONTRACTOR REPORTING REQUIREMENTS**

CATS TORFP# J00P6200043

These instructions are meant to accompany the customized reporting forms sent to you by the Contract manager. If, after reading these instructions, you have additional questions or need further clarification, please contact the Contract Manager immediately.

1. **As the Master Contractor, you have entered into a contractual agreement with the State of Maryland. As such, your company/firm is responsible for successful completion of all deliverables under the contract, including your commitment to making a good faith effort to meet the MBE participation goal(s) established for this contract. Part of that effort, as outlined in the RFP, includes submission of monthly reports to the State regarding the previous month's MBE payment activity. Reporting forms D-5 (Master Contractor Paid/Unpaid MBE Invoice Report) and D-6 (Subcontractor Paid/Unpaid MBE Invoice Report) are attached for your use and convenience.**
2. The Master Contractor must complete a separate form D-5 for each MBE subcontractor for each month of the contract and submit one copy to each of the locations indicated at the bottom of the form. The report is due not later than the 15th of the month following the month that is being reported. For example, the report for January's activity is due not later than the 15th of February. With the approval of the contract manager, the report may be submitted electronically. **Note: Reports are required to be submitted each month, regardless of whether there was any MBE payment activity for the reporting month.**
3. The Master Contractor is responsible for ensuring that each subcontractor receives a copy (e-copy and/or hard copy) of form D-6. The Master Contractor should make sure that the subcontractor receives all the information necessary to complete the form properly, i.e., all of the information located in the upper right corner of the form. It may be wise to customize form D-6 (upper right corner of the form) for the subcontractor the same as the form D-5 was customized by the Contract Manager for the benefit of the Master Contractor. This will help to minimize any confusion for those who receive and review the reports.
4. **It is the responsibility of the Master Contractor to make sure that all subcontractors submit reports not later than the 15th of each month regardless of whether there was any MBE payment activity for the reporting month.** Actual payment data is verified and entered into the State's financial management tracking system from the subcontractor's D-6 report only. Therefore, if the subcontractor(s) do not submit their D-6 payment reports, the Master Contractor cannot and will not be given credit for subcontractor payments, regardless of the Master Contractor's proper submission of the form D-5. The contract manager will contact the Master Contractor if reports are not received each month from either the prime contractor or any of the identified subcontractors. The Master Contractor must promptly notify the contract manager if, during the course of the contract, a new MBE subcontractor is utilized. Failure to comply with the MBE reporting requirements and/or failure to make a good faith effort to meet the MBE goal(s) will cause the Master Contractor to have an unfavorable standing with the Department for future contracting opportunities.

SUBMIT AS SPECIFIED IN TORFP

ATTACHMENT 2 - FORM D-5
MARYLAND DEPARTMENT OF BUDGET AND MANAGEMENT
MINORITY BUSINESS ENTERPRISE PARTICIPATION
MASTER CONTRACTOR PAID/UNPAID MBE INVOICE REPORT

Report #: <u> 1 </u> Reporting Period (Month/Year): <u> / </u> <p align="center">Report Due By the 15th of the following Month.</p>	CATS TORFP # J00P6200043 Contracting Unit _____ Contract _____ Amount _____ MBE Sub Contract _____ Amt. _____ Contract Begin _____ Date _____ Contract End _____ Date _____ Services _____ Provided _____
---	--

Master Contractor:		Contact Person:	
Address:			
City:		State:	ZIP:
Phone:	FAX:		
Subcontractor Name:		Contact Person:	
Phone:	FAX:		
Subcontractor Services Provided:			
List all payments made to MBE subcontractor named above during this reporting period. 1. 2. 3. 4. Total Dollars Paid: \$ _____		List dates/amounts of any unpaid invoices received from subcontractor during this reporting period. 1. 2. 3. 4. Total Dollars Unpaid: \$ _____	

**If more than one MBE subcontractor is used for this contract please use separate forms.

Return one (1) copy of this form to each of the following addresses:

Walter Bayne Manager, Procurement and Contracts Maryland Motor Vehicle Administration 6601 Ritchie Highway, N.E. Glen Burnie, MD 21062	Minnie Carter Director, EEO Maryland Motor Vehicle Administration 6601 Ritchie Highway, N.E. Glen Burnie, MD 21062
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Signature: _____ Date: _____
THIS FORM IS TO BE COMPLETED MONTHLY BY THE MBE CONTRACTOR.

ATTACHMENT 2 - FORM D-6
MARYLAND DEPARTMENT OF BUDGET AND MANAGEMENT
MINORITY BUSINESS ENTERPRISE PARTICIPATION
SUBCONTRACTOR PAID/UNPAID MBE INVOICE REPORT

Report # _____ 1 _____ Month/Year _____ <p style="text-align: center;">Report Due By the 15th of the following Month.</p>	CATS TORFP # J00P6200043 Contracting Unit _____ Contract Amount _____ — MBE Sub Contract Amt. _____ Contract Begin Date _____ Contract End Date _____ Services Provided _____ —
---	--

MBE Subcontractor Name:		
MDOT Certification #		
Contact Person		
Address:		
City	State:	ZIP:
Phone:	FAX:	
Subcontractor Services Provided:		
List all payments received from Master Contractor in the preceding 30 days. 1. 2. 3. Total Dollars Paid: \$ _____	List dates and amounts of any outstanding invoices. 1. 2. 3. Total Dollars Unpaid: \$ _____	
Master Contractor Name:		Contact Person:

Return one (1) copy of this form to each of the following addresses:

Walter Bayne Manager, Procurement and Contracts Maryland Motor Vehicle Administration 6601 Ritchie Highway, N.E. Glen Burnie, MD 21062	Minnie Carter Director, EEO Maryland Motor Vehicle Administration 6601 Ritchie Highway, N.E. Glen Burnie, MD 21062
--	--

Signature: _____ Date: _____
THIS FORM IS TO BE COMPLETED MONTHLY BY THE MBE CONTRACTOR.

ATTACHMENT 3
Task Order Agreement

CATS TORFP # J00P6200043.
OF MASTER CONTRACT # 050R5800338

This Task Order Agreement (“TO Agreement”) is made this **day** day of **Month**, 200**X** by and between **MASTER CONTRACTOR** and the STATE OF MARYLAND, Maryland Motor Vehicle Administration.

IN CONSIDERATION of the mutual premises and the covenants herein contained and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1. Definitions. In this TO Agreement, the following words have the meanings indicated:
 - a. “Agency” means the Maryland Motor Vehicle Administration, as identified in the CATS TORFP # **ADPICS PO**.
 - b. “CATS TORFP” means the Task Order Request for Proposals # **ADPICS PO**, dated **MONTH DAY, YEAR**, including any addenda.
 - c. “Master Contract” means the CATS Master Contract between the Maryland Department of Budget and Management and **MASTER CONTRACTOR** dated December 19, 2005.
 - d. “TO Procurement Officer” means Walter Bayne. The Agency may change the TO Procurement Officer at any time by written notice to the TO Contractor.
 - e. “TO Agreement” means this signed TO Agreement between **Maryland Motor Vehicle Administration** and **MASTER CONTRACTOR**.
 - f. “TO Contractor” means the CATS Master Contractor awarded this TO Agreement, whose principal business address is _____ and whose principal office in Maryland is _____.
 - g. “TO Manager” means **TO Manager** of the Agency. The Agency may change the TO Manager at any time by written notice to the TO Contractor.
 - h. “TO Proposal - Technical” means the TO Contractor’s technical response to the CATS TORFP dated **date of TO Proposal – Technical**.
 - i. “TO Proposal – Financial” means the TO Contractor’s financial response to the CATS TORFP dated **date of TO Proposal - FINANCIAL**.
 - j. “TO Proposal” collectively refers to the TO Proposal – Technical and TO Proposal – Financial.

2. Scope of Work

- 2.1. This TO Agreement incorporates all of the terms and conditions of the Master Contract and shall not in any way amend, conflict with or supercede the Master Contract.
- 2.2 The TO Contractor shall, in full satisfaction of the specific requirements of this TO Agreement, provide the services set forth in Section 2 of the CATS TORFP. These services shall be provided in accordance with the Master Contract, this TO Agreement, and the following Exhibits, which are attached and incorporated herein by reference. If there is any conflict among the Master Contract, this TO Agreement, and these Exhibits, the terms of the Master Contract shall govern. If there is any conflict between this TO Agreement and any of these Exhibits, the following order of precedence shall determine the prevailing provision:
 - a. The TO Agreement,
 - b. Exhibit A – CATS TORFP
 - c. Exhibit B – TO Proposal-Technical
 - d. Exhibit C – TO Proposal-Financial
- 2.3 The TO Procurement Officer may, at any time, by written order, make changes in the work within the general scope of the TO Agreement. No other order, statement or conduct of the TO Procurement Officer or any other person shall be treated as a change or entitle the TO Contractor to an equitable adjustment under this section. Except as otherwise provided in this TO Agreement, if any change under this section causes an increase or decrease in the TO Contractor's cost of, or the time required for, the performance of any part of the work, whether or not changed by the order, an equitable adjustment in the TO Agreement price shall be made and the TO Agreement modified in writing accordingly. The TO Contractor must assert in writing its right to an adjustment under this section within thirty (30) days of receipt of written change order and shall include a written statement setting forth the nature and cost of such claim. No claim by the TO Contractor shall be allowed if asserted after final payment under this TO Agreement. Failure to agree to an adjustment under this section shall be a dispute under the Disputes clause of the Master Contract. Nothing in this section shall excuse the TO Contractor from proceeding with the TO Agreement as changed.

3. Time for Performance.

Unless terminated earlier as provided in the Master Contract, the TO Contractor shall provide the services described in the TO Proposal and in accordance with the CATS TORFP on receipt of a Notice to Proceed from the TO Manager. The term of this TO Agreement is for a period of 60 months, commencing on the date of Notice to Proceed and terminating on **MONTH DAY, YEAR**.

4. Consideration and Payment

- 4.1 The consideration to be paid the TO Contractor shall be done so in accordance with the CATS TORFP and shall not exceed **\$total amount of task order**. Any work performed by the TO Contractor in excess of the not-to-exceed ceiling amount of the TO Agreement without the prior written approval of the TO Manager is at the TO Contractor's risk of non-payment.
- 4.2 Payments to the TO Contractor shall be made as outlined Section 2 of the CATS TORFP, but no later than thirty (30) days after the Agency's receipt of an invoice for services provided by the TO Contractor, acceptance by the Agency of services provided by the TO Contractor, and pursuant to the conditions outlined in Section 4 of this Agreement.
- 4.3 Each invoice for services rendered must include the TO Contractor's Federal Tax Identification Number which is **Federal ID number**. Charges for late payment of invoices other than as prescribed by Title 15, Subtitle 1, of the State Finance and Procurement Article, Annotated Code of Maryland, as from time-to-time amended, are prohibited. Invoices must be submitted to the Agency TO Manager unless otherwise specified herein.

4.4 In addition to any other available remedies, if, in the opinion of the TO Procurement Officer, the TO Contractor fails to perform in a satisfactory and timely manner, the TO Procurement Officer may refuse or limit approval of any invoice for payment, and may cause payments to the TO Contractor to be reduced or withheld until such time as the TO Contractor meets performance standards as established by the TO Procurement Officer.

IN WITNESS THEREOF, the parties have executed this TO Agreement as of the date hereinabove set forth.

TO CONTRACTOR NAME

By: Type or Print TO Contractor POC

Date

Witness: _____

STATE OF MARYLAND, **MARYLAND MOTOR VEHICLE ADMINISTRATION** DEPARTMENT OF BUDGET AND MANAGEMENT, OFFICE OF INFORMATION TECHNOLOGY, APPLICATION SYSTEMS MANAGEMENT

By: Walter Bayne, TO Procurement Officer

Date

Witness: _____

ATTACHMENT 4
Conflict Of Interest Affidavit And Disclosure

A. "Conflict of interest" means that because of other activities or relationships with other persons, a person is unable or potentially unable to render impartial assistance or advice to the State, or the person's objectivity in performing the contract work is or might be otherwise impaired, or a person has an unfair competitive advantage.

B. "Person" has the meaning stated in COMAR 21.01.02.01B(64) and includes a bidder, Master Contractor, TO Contractor, consultant, or subcontractor or subconsultant at any tier, and also includes an employee or agent of any of them if the employee or agent has or will have the authority to control or supervise all or a portion of the work for which a bid or offer is made.

C. The bidder or Master Contractor warrants that, except as disclosed in §D, below, there are no relevant facts or circumstances now giving rise or which could, in the future, give rise to a conflict of interest.

D. The following facts or circumstances give rise or could in the future give rise to a conflict of interest (explain in detail—attach additional sheets if necessary):

E. The bidder or Master Contractor agrees that if an actual or potential conflict of interest arises after the date of this affidavit, the bidder or Master Contractor shall immediately make a full disclosure in writing to the procurement officer of all relevant facts and circumstances. This disclosure shall include a description of actions which the bidder or Master Contractor has taken and proposes to take to avoid, mitigate, or neutralize the actual or potential conflict of interest. If the contract has been awarded and performance of the contract has begun, the TO Contractor shall continue performance until notified by the procurement officer of any contrary action to be taken.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Date: _____ By: _____
(Authorized Representative and Affiant)

SUBMIT THIS WITH THE TECHNICAL RESPONSE

ATTACHMENT 5
Labor Classification Personnel Resume Summary

INSTRUCTIONS:

1. Master Contractors must comply with all personnel requirements under the Master Contract RFP 050R5800338.
2. Only labor categories proposed in the Master Contractors Technical proposal may be proposed under the CATS TORFP process.
3. For each person proposed in any of the labor categories, complete one Labor Category Personnel Resume Summary to document how the proposed person meets each of the minimum requirements.

For example: If you propose John Smith who is your subcontractor and you believe he meets the requirements of the Group Facilitator, you will complete the top section of the form by entering John Smith's name and the subcontractor's company name. You will then complete the right side of the Group Facilitator form documenting how the individual meets each of the requirements. Where there is a time requirement such as 3 months experience, you must provide the dates from and to showing an amount of time that equals or exceeds mandatory time requirement. In this case, 3 months.

4. Each form also includes examples of duties to perform. The proposed person must be able to fulfill those duties.
5. For each subject matter expert, the State will identify the particular area of expertise and the Master Contractor shall provide proof the individual has qualifications within that area of expertise.
6. Additional information may be attached to each Labor Category Personnel Resume Summary that may assist a full and complete understanding of the individual being proposed.

ATTACHMENT 5
LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY
(CONTINUED)

Proposed Individual's Name/Company:	How does the proposed individual meet each requirement?
LABOR CLASSIFICATION TITLE – (INSERT LABOR CATEGORY NAME)	
Education: (Insert the education description from the CATS RFP from section 2.5 for the applicable labor category.)	
Experience: (Insert the experience description from the CATS RFP from section 2.5 for the applicable labor category.)	
Duties: (Insert the duties description from the CATS RFP from section 2.5 for the applicable labor category.)	

The information provided on this form for this labor class is true and correct to the best of my knowledge:

TO Contractor's Contract Administrator:

Signature

Date

Proposed Individual:

Signature

Date

ATTACHMENT 6
Directions to the Pre-TO Proposal Conference

Driving directions for MDOT Headquarters
7201 Corporate Center Dr.
Hanover, Md. 21076

Baltimore:

From 695; Take Baltimore –Washington Parkway (295) south to I-195 towards the BWI airport. Take I-195 to Md. Rte 170 south towards Dorsey. Go to the fifth traffic light and turn left on Stoney Run rd. Take Stoney Run rd. through traffic light to stop sign. Turn left on Old Stoney Run Rd. Take Old Stoney Run Rd. to stop sign at Ridge Rd. and turn right. Take Ridge Rd. to the traffic circle and turn right on Corporate Center Dr. Take Corporate Center Dr. to 7201 on left side of road. Parking is on right side of road.

Washington:

From Baltimore-Washington Parkway (295); Take Baltimore-Washington Parkway North to I-195 and exit towards the BWI Airport (East). Take I-195 towards the BWI Airport to Md. Rte.170. Take Md. Rte. 170 south towards Dorsey. Go to the fifth traffic light and turn left on Stoney Run rd. Take Stoney Run rd. through traffic light to stop sign. Turn left on Old Stoney Run Rd. Take Old Stoney Run Rd. to stop sign at Ridge Rd. and turn right. Take Ridge Rd. to the traffic circle and turn right on Corporate Center Dr. Take Corporate Center Dr. to 7201 on left side of road. Parking is on right side of road.

Annapolis:

From I-97; Take I-97 North to Rte.100 towards Columbia (west). Take Rte. 100 to Rte 170 north towards BWI Airport. Take Rte. 170 to the third traffic light and turn right on Stoney Run Rd. Take Stoney Run rd. through traffic light to stop sign. Turn left on Old Stoney Run Rd. Take Old Stoney Run Rd. to stop sign at Ridge Rd. and turn right. Take Ridge Rd. to the traffic circle and turn right on Corporate Center Dr. Take Corporate Center Dr. to 7201 on left side of road. Parking is on right side of road.

ATTACHMENT 7
NOTICE TO PROCEED

Day Month, Year

TO Contractor Name
TO Contractor Mailing Address

Re: CATS Task Order Agreement J00P6200043

Dear TO Contractor Contact:

This letter is your official Notice to Proceed as of Day Month, Year, for the above-referenced Task Order Agreement. TO Manager of the Maryland Motor Vehicle Administration will serve as your contact person on this Task Order. TO Manager can be reached at telephone # and email address.

Enclosed is an original, fully executed Task Order Agreement and purchase order.

Sincerely,

Walter Bayne
Task Order Procurement Officer

Enclosures (2)

cc: Chris de Leon
Procurement Liaison Office, Office of Information Technology, DBM
Project Management Office, Office of Information Technology, DBM

**ATTACHMENT 8
AGENCY RECEIPT OF DELIVERABLE FORM**

I acknowledge receipt of the following:

Project Name: **Project Name for TORFP**

TO Agreement Number: J00P6200043

Title of Deliverable: _____

TORFP Reference Section Number: _____

Deliverable Reference ID Number: _____

Name of TO Manager: **TO Manager**

TO Manager Signature

Date Signed

Name of TO Contractor's Project Manager: _____

TO Contractor's Project Manager Signature

Date Signed

SUBMIT AS REQUIRED IN SECTION 2.2.3 OF THE TORFP.

**ATTACHMENT 9
ACCEPTANCE OF DELIVERABLE FORM**

Agency Name: Maryland Motor Vehicle Administration

Project Name: TORFP Project Name

TO Manager: TO Manager and Phone Number

To: TO Contractor's Contract Manager

The following deliverable, as required by TO Agreement J00P6200043, has been received and reviewed in accordance with the TORFP.

Title of deliverable: _____

TORFP Contract Reference Number: Section # _____

Deliverable Reference ID # _____

This deliverable:

Is accepted as delivered.

Is rejected for the reason(s) indicated below.

REASON(S) FOR REJECTING DELIVERABLE:

OTHER COMMENTS:

TO Manager Signature

Date Signed

ISSUED BY THE TO MANAGER AS REQUIRED IN SECTION 2.2.3 OF THE TORFP.

ATTACHMENT 10

NON-DISCLOSURE AGREEMENT (MASTER CONTRACTOR)

This Non- Disclosure Agreement (the "Agreement") is made this ___ day of _____ 200_, by and between _____ (hereinafter referred to as "the MASTER CONTRACTOR ") and the State of Maryland (hereinafter referred to as " the State").

MASTER CONTRACTOR warrants and represents that it intends to submit a TO Proposal in response to CATS TORFP J00P6200043 for TORFP Project Name. In order for the MASTER CONTRACTOR to submit a TO Proposal, it will be necessary for the State to provide the MASTER CONTRACTOR with access to certain confidential information including, but not limited, to _____. All such information provided by the State shall be considered Confidential Information regardless of the form, format, or media upon which or in which such information is contained or provided, regardless of whether it is oral, written, electronic, or any other form, and regardless of whether the information is marked as "Confidential Information". As a condition for its receipt and access to the Confidential Information described in Section 1.7 of the TORFP, MASTER CONTRACTOR agrees as follows:

1. MASTER CONTRACTOR will not copy, disclose, publish, release, transfer, disseminate or use for any purpose in any form any Confidential Information received under Section 1.7, except in connection with the preparation of its TO Proposal.
2. Each employee or agent of the MASTER CONTRACTOR who receives or has access to the Confidential Information shall execute a copy of this Agreement and the MASTER CONTRACTOR shall provide originals of such executed Agreements to the State. Each employee or agent of the MASTER CONTRACTOR who signs this Agreement shall be subject to the same terms, conditions, requirements and liabilities set forth herein that are applicable to the MASTER CONTRACTOR.
3. MASTER CONTRACTOR shall return the Confidential Information to the State within five business days of the State's Notice of recommended award. If the MASTER CONTRACTOR does not submit a Proposal, the MASTER CONTRACTOR shall return the Confidential Information to Gisela Blades (TO Procurement Officer) Department of Budget and Management on or before the due date for Proposals.
4. MASTER CONTRACTOR acknowledges that the disclosure of the Confidential Information may cause irreparable harm to the State and agrees that the State may obtain an injunction to prevent the disclosure, copying, or other impermissible use of the Confidential Information. The State's rights and remedies hereunder are cumulative and the State expressly reserves any and all rights, remedies, claims and actions that it may have now or in the future to protect the Confidential Information and/or to seek damages for the MASTER CONTRACTOR'S failure to comply with the requirements of this Agreement. The MASTER CONTRACTOR consents to personal jurisdiction in the Maryland State Courts.
5. In the event the State suffers any losses, damages, liabilities, expenses, or costs (including, by way of example only, attorneys' fees and disbursements) that are attributable, in whole or in part to any failure by the MASTER CONTRACTOR or any employee or agent of the MASTER CONTRACTOR to comply with the requirements of this Agreement, MASTER CONTRACTOR and such employees and agents of MASTER CONTRACTOR shall hold harmless and indemnify the State from and against any such losses, damages, liabilities, expenses, and/or costs.
6. This Agreement shall be governed by the laws of the State of Maryland.
7. MASTER CONTRACTOR acknowledges that pursuant to Section 11-205.1 of the State Finance and Procurement Article of the Annotated Code of Maryland, a person may not willfully make a false or fraudulent statement or representation of a material fact in connection with a procurement contract. Persons making such statements are guilty of a felony and on conviction subject to a fine of not more than \$20,000 and/or imprisonment not exceeding 5 years or both. MASTER CONTRACTOR further acknowledges that this Agreement is a statement made in connection with a procurement contract.
8. The individual signing below warrants and represents that they are fully authorized to bind the MASTER CONTRACTOR to the terms and conditions specified in this Agreement. If signed below by an individual employee or agent of the MASTER CONTRACTOR under Section 2 of this Agreement, such individual acknowledges that a failure to comply with the requirements specified in this Agreement may result in personal liability.

MASTER CONTRACTOR: _____

BY:

NAME: _____ TITLE: _____
ADDRESS: _____

SUBMIT AS REQUIRED IN SECTION 1.7 OF THE TORFP
ATTACHMENT 11
NON-DISCLOSURE AGREEMENT (TO CONTRACTOR)

THIS NON-DISCLOSURE AGREEMENT (“Agreement”) is made as of this ____ day of _____, 200__, by and between the State of Maryland ("the State"), acting by and through its **Maryland Motor Vehicle Administration** (the “Department”), and _____ (“TO Contractor”), a corporation with its principal business office located at _____ and its principal office in Maryland located at _____.

RECITALS

WHEREAS, the TO Contractor has been awarded a Task Order Agreement (the “TO Agreement”) for **TORFP Project Name** TORFP No. J00P6200043 dated **release date for TORFP**, (the “TORFP”) issued under the Consulting and Technical Services procurement issued by the Department, Project Number 050R5800338; and

WHEREAS, in order for the TO Contractor to perform the work required under the TO Agreement, it will be necessary for the State to provide the TO Contractor and the TO Contractor’s employees and agents (collectively the “TO Contractor’s Personnel”) with access to certain confidential information regarding _____ (the “Confidential Information”).

NOW, THEREFORE, in consideration of being given access to the Confidential Information in connection with the TORFP and the TO Agreement, and for other good and valuable consideration, the receipt and sufficiency of which the parties acknowledge, the parties do hereby agree as follows:

1. Confidential Information means any and all information provided by or made available by the State to the TO Contractor in connection with the TO Agreement, regardless of the form, format, or media on or in which the Confidential Information is provided and regardless of whether any such Confidential Information is marked as such. Confidential Information includes, by way of example only, information that the TO Contractor views, takes notes from, copies (if the State agrees in writing to permit copying), possesses or is otherwise provided access to and use of by the State in relation to the TO Agreement.
2. TO Contractor shall not, without the State’s prior written consent, copy, disclose, publish, release, transfer, disseminate, use, or allow access for any purpose or in any form, any Confidential Information provided by the State except for the sole and exclusive purpose of performing under the TO Agreement. TO Contractor shall limit access to the Confidential Information to the TO Contractor’s Personnel who have a demonstrable need to know such Confidential Information in order to perform under the TO Agreement and who have agreed in writing to be bound by the disclosure and use limitations pertaining to the Confidential Information. The names of the TO Contractor’s Personnel are attached hereto and made a part hereof as Exhibit A. Each individual whose name appears on Exhibit A shall execute a copy of this Agreement and thereby be subject to the terms and conditions of this Agreement to the same extent as the TO Contractor. TO Contractor shall update Exhibit A by adding additional names as needed, from time to time.
3. If the TO Contractor intends to disseminate any portion of the Confidential Information to non-employee agents who are assisting in the TO Contractor’s performance of the TORFP or who will otherwise have a role in performing any aspect of the TORFP, the TO Contractor shall first obtain the written consent of the State to any such dissemination. The State may grant, deny, or condition any such consent, as it may deem appropriate in its sole and absolute subjective discretion.

4. TO Contractor hereby agrees to hold the Confidential Information in trust and in strictest confidence, to adopt or establish operating procedures and physical security measures, and to take all other measures necessary to protect the Confidential Information from inadvertent release or disclosure to unauthorized third parties and to prevent all or any portion of the Confidential Information from falling into the public domain or into the possession of persons not bound to maintain the confidentiality of the Confidential Information.
5. TO Contractor shall promptly advise the State in writing if it learns of any unauthorized use, misappropriation, or disclosure of the Confidential Information by any of the TO Contractor's Personnel or the TO Contractor's former Personnel. TO Contractor shall, at its own expense, cooperate with the State in seeking injunctive or other equitable relief against any such person(s).
6. TO Contractor shall, at its own expense, return to the Department, all copies of the Confidential Information in its care, custody, control or possession upon request of the Department or on termination of the TO Agreement.
7. A breach of this Agreement by the TO Contractor or by the TO Contractor's Personnel shall constitute a breach of the TO Agreement between the TO Contractor and the State.
8. TO Contractor acknowledges that any failure by the TO Contractor or the TO Contractor's Personnel to abide by the terms and conditions of use of the Confidential Information may cause irreparable harm to the State and that monetary damages may be inadequate to compensate the State for such breach. Accordingly, the TO Contractor agrees that the State may obtain an injunction to prevent the disclosure, copying or improper use of the Confidential Information. The TO Contractor consents to personal jurisdiction in the Maryland State Courts. The State's rights and remedies hereunder are cumulative and the State expressly reserves any and all rights, remedies, claims and actions that it may have now or in the future to protect the Confidential Information and/or to seek damages from the TO Contractor and the TO Contractor's Personnel for a failure to comply with the requirements of this Agreement. In the event the State suffers any losses, damages, liabilities, expenses, or costs (including, by way of example only, attorneys' fees and disbursements) that are attributable, in whole or in part to any failure by the TO Contractor or any of the TO Contractor's Personnel to comply with the requirements of this Agreement, the TO Contractor shall hold harmless and indemnify the State from and against any such losses, damages, liabilities, expenses, and/or costs.
9. TO Contractor and each of the TO Contractor's Personnel who receive or have access to any Confidential Information shall execute a copy of an agreement substantially similar to this Agreement and the TO Contractor shall provide originals of such executed Agreements to the State.
10. The parties further agree that:
 - a. This Agreement shall be governed by the laws of the State of Maryland;
 - b. The rights and obligations of the TO Contractor under this Agreement may not be assigned or delegated, by operation of law or otherwise, without the prior written consent of the State;
 - c. The State makes no representations or warranties as to the accuracy or completeness of any Confidential Information;
 - d. The invalidity or unenforceability of any provision of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement;
 - e. Signatures exchanged by facsimile are effective for all purposes hereunder to the same extent as original signatures; and
 - f. The Recitals are not merely prefatory but are an integral part hereof.

TO Contractor/TO Contractor's Personnel:

Maryland Motor Vehicle Administration:

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

**SUBMIT AS REQUIRED IN SECTION 1.7 OF THE TORFP
EXHIBIT A**

TO CONTRACTOR'S EMPLOYEES AND AGENTS WHO WILL BE GIVEN ACCESS TO THE CONFIDENTIAL INFORMATION

Printed Name and Address of Employee or Agent	Signature	Date
_____	_____	
_____	_____	
_____	_____	
_____	_____	
_____	_____	

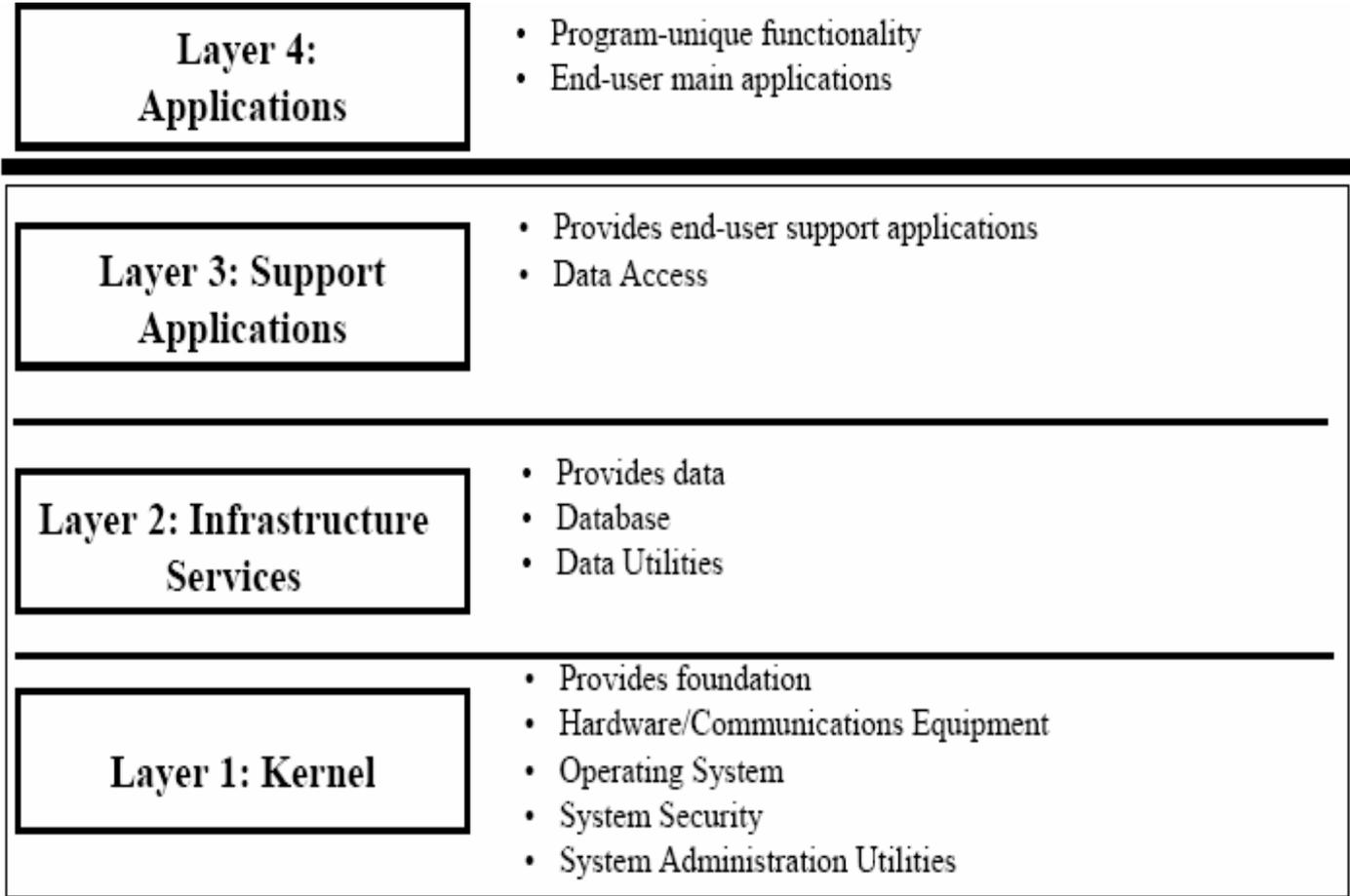
ATTACHMENT 12
DIWS SYSTEM ARCHITECTURE

- Overview
- Layered Architecture
- Hardware Architecture
- Software Architecture
- Data Architecture
- Impact of Issues on System Availability

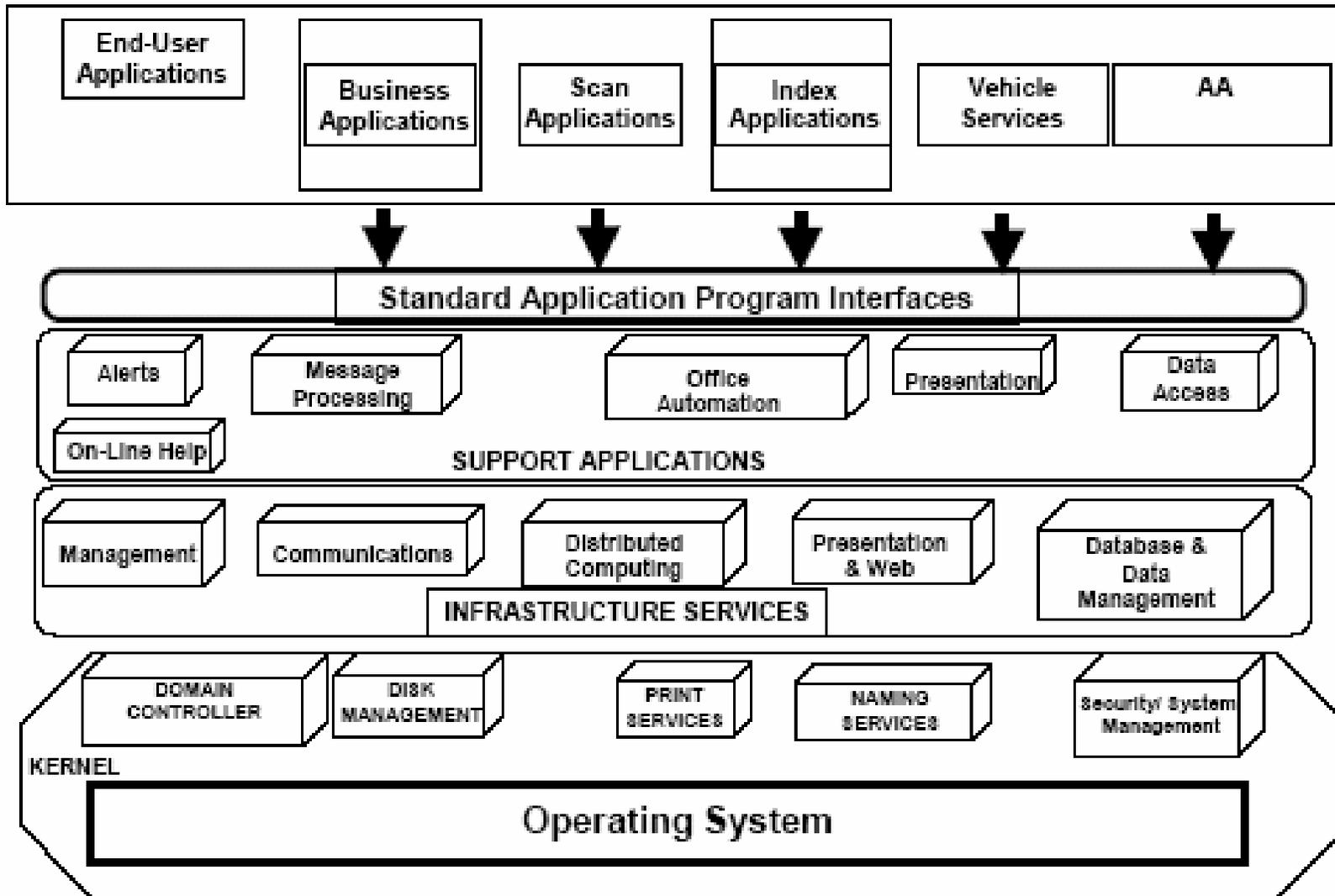
System Architecture Overview

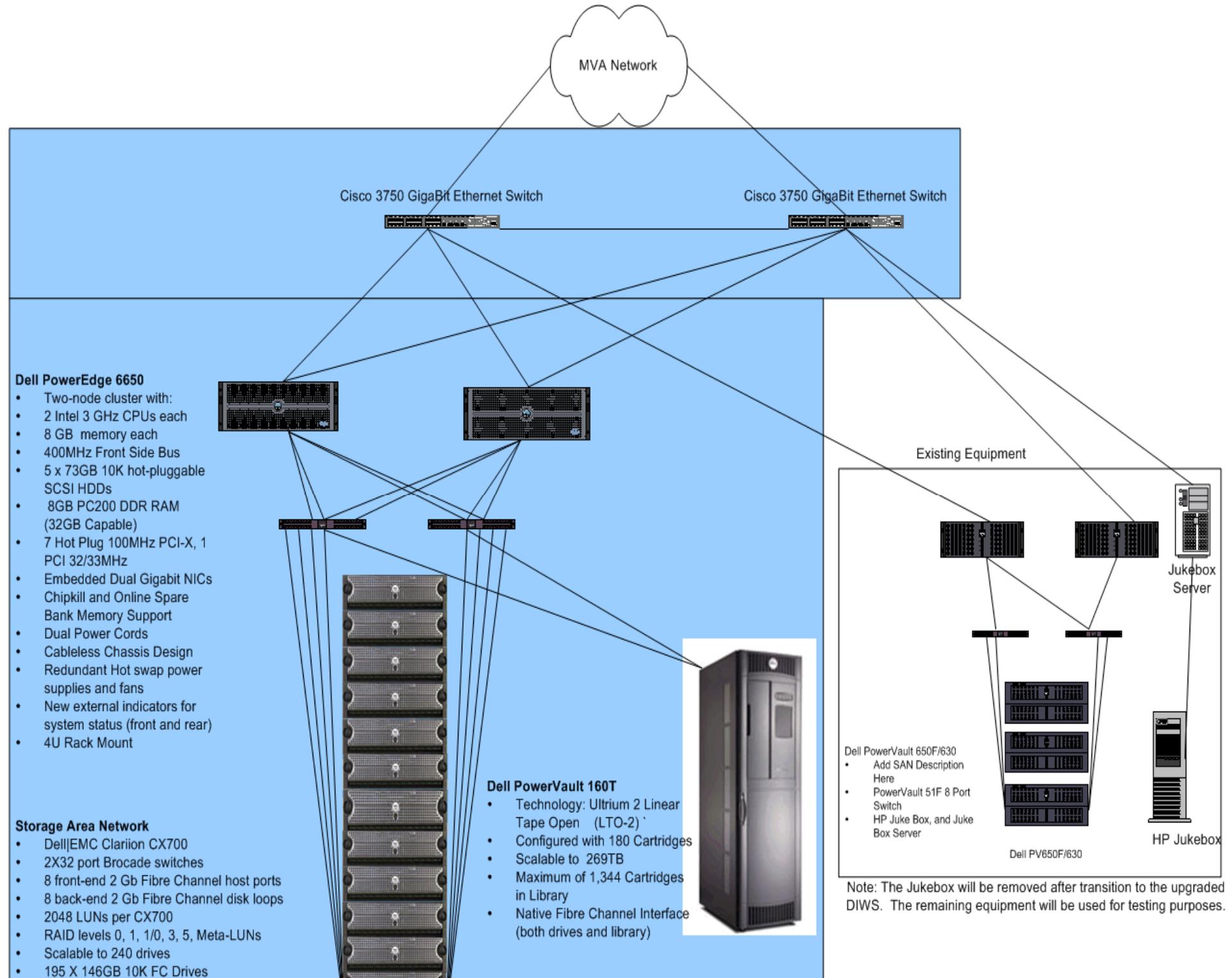
- Distributed Client-Server Architecture
- All data stored at central Server
- Server is redundant at Database, Operating System, and Hardware levels
- Central server stores approximately 24 TB of on-line image data
- Users applications use 3-level architecture

DIWS Layered Architecture Components



DIWS Layered Architecture Components





MVA Network

Cisco 3750 GigaBit Ethernet Switch

Cisco 3750 GigaBit Ethernet Switch

Dell PowerEdge 6650

- Two-node cluster with:
- 2 Intel 3 GHz CPUs each
- 8 GB memory each
- 400MHz Front Side Bus
- 5 x 73GB 10K hot-pluggable SCSI HDDs
- 8GB PC200 DDR RAM (32GB Capable)
- 7 Hot Plug 100MHz PCI-X, 1 PCI 32/33MHz
- Embedded Dual Gigabit NICs
- Chipkill and Online Spare Bank Memory Support
- Dual Power Cords
- Cableless Chassis Design
- Redundant Hot swap power supplies and fans
- New external indicators for system status (front and rear)
- 4U Rack Mount

Storage Area Network

- Dell|EMC Clariion CX700
- 2X32 port Brocade switches
- 8 front-end 2 Gb Fibre Channel host ports
- 8 back-end 2 Gb Fibre Channel disk loops
- 2048 LUNs per CX700
- RAID levels 0, 1, 1/0, 3, 5, Meta-LUNs
- Scalable to 240 drives
- 195 X 146GB 10K FC Drives

Dell PowerVault 160T

- Technology: Ultrium 2 Linear Tape Open (LTO-2)
- Configured with 180 Cartridges
- Scalable to 269TB
- Maximum of 1,344 Cartridges in Library
- Native Fibre Channel Interface (both drives and library)

Existing Equipment

Dell PowerVault 650F/630

- Add SAN Description Here
- PowerVault 51F 8 Port Switch
- HP Juke Box, and Juke Box Server

Dell PV650F/630

HP Jukebox

Note: The Jukebox will be removed after transition to the upgraded DIWS. The remaining equipment will be used for testing purposes.

DIWS Hardware Components

Description	Item
Server	Dell PowerEdge 6650 x 2
CPU	2 x 3.0 GHz, 8 GB RAM
Internal Disk	9 GB X 2
Mass Storage RAID	24 TB SAN (12 Disk Array Enclosures)
Mass Storage	Jukebox
Tape Backup	PowerVault 160T Fibre Channel LTO-2 Tape Library
Power Supply	Triple Power Supplies for each Dell Server
UPS	APC Symmetra LX 12kVA UPS
Monitor	15" TFT LCD

Software Architecture

- Applications use 3-level architecture
 - Display / Presentation – HighView Client
 - Runs on user workstation
 - Business Logic – HighView Server
 - Runs on central Server
 - Database – Oracle
 - Runs on central Server
- Image data is downloaded from central Server to user workstation

Software Components

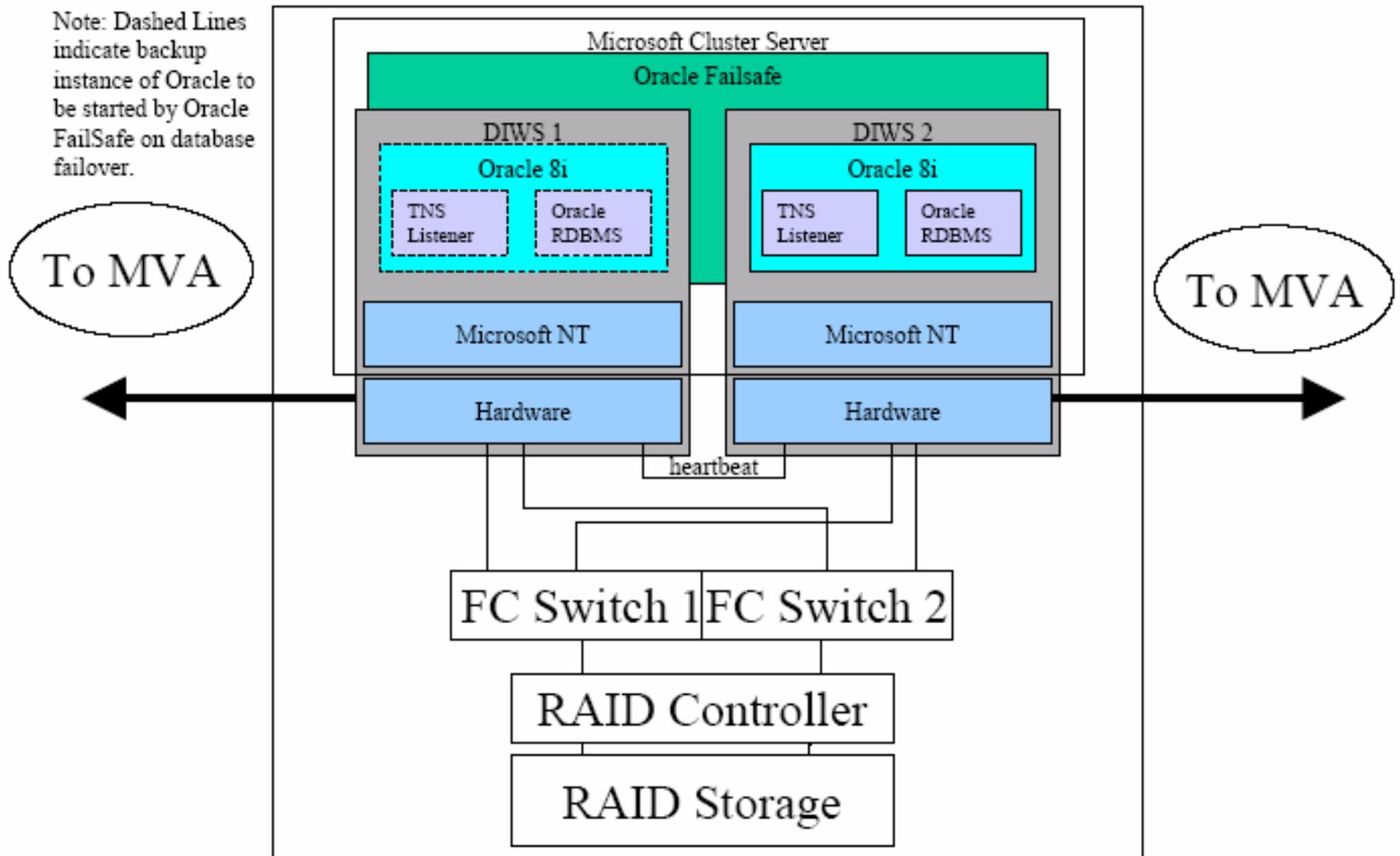
Description	Layer	Item
Operating System	1	Windows NT 4.0
Database	2	Oracle 8i
Backup	2	Veritas Backup Exec
Database Access	3	Oracle 8i ODBC
Application	4	HighView

Data Architecture

- Distributed Client-Server
- Central Server
 - All data resides in server, which is redundant at Database, Operating System, and Hardware levels
- Many types of clients
 - Scan Workstation
 - Index/Verify Workstation
 - Retrieve Workstation
- Clients use ODBC and Oracle Net to connect to Oracle DB Server

DIWS Database Configuration

Note: Dashed Lines indicate backup instance of Oracle to be started by Oracle FailSafe on database failover.



DIWS Availability Requirements

- Section 3.8 of DIWS SOW requires the DIWS to:
“be available on-line and fully functional for unrestricted use on an average effectiveness level of 98 percent or more for a 30 consecutive business day period.”
- Section 3.8 of DIWS SOW further states:
“The 98 percent effectiveness level is computed using the following formula:
(Total Available Hours) X 100
(Total Possible Hours -Scheduled Maintenance Hours)”
- All scheduled maintenance is done during off-hours
- Thus, DIWS is required to be 98% available during the following periods, for a total of 77 (= 72.5 + 4.5) hours per week:
 - Mon-Fri: 7:30AM – 10:00PM (14.5 hours per day, 72.5 hours per week)
 - Sat: 7:30AM – 12 Noon (4.5 hours per week)
- This leaves allowed downtime of 1.54 hours (1 hr 32 min 24 sec)
 - $1.54 \text{ hours} = 77 \text{ hours} \times (1.00 - 0.98) = 77 \text{ hours} \times 0.02$
 - 1.54 hours = 1 hour 32 minutes 24 seconds allowed downtime per week

**ATTACHMENT 14
DIWS BUSINESS PROCESSES**

DIWS Business Processes – Scan & Store and Workflow

Arranged Alphabetically by Business Division

Note: The Analysis and Functional Design Documents for all DIWS Business Processes can be found in PDF form at the ftp site <https://sftp.mdot.state.md.us> (See Attachment 17).

Administrative Adjudication Division:

1. Appeals
2. Cancellation
3. CDL Disqualifications
4. Child Support
5. Cross Reference
6. Deceased
7. DLC Conviction
8. Fatals
9. Graduated License
10. Hearing Deposition
11. NRVC (Non-Resident Violators Compact) Non-Compliance
12. Per Se
13. Point System
14. Violation of License Restriction

Driver Instructional Services Division:

1. Driver Education

Driver Services Division:

1. CDL Waiver
2. DARS
3. Offsite & Employer Testing

Driver Wellness & Safety Division:

1. Ignition Interlock
2. Medical Referral
3. Non-Commercial Visual (Modified Vision)

4. Program Referral
5. Reinstatement Request
6. Re-Examination

Insurance Compliance Division:

1. Accounts Receivable
2. Insurance Compliance
3. Uninsured Motorist Complaint
4. Judgements

Vehicle Services Division:

1. Titling
2. Refund
3. Salvage Certificate
4. Disability
5. Specialized Plate
6. Organizational Plates Initial Packet
7. Vanity Plates
8. Emergency, Law Enforcement, Service
9. Temporary Tags
10. International Registration Plan

**ATTACHMENT 15
DIWS MAINTENANCE HARDWARE LIST**

DIWS PRODUCTION SYSTEM HARDWARE LIST:

Item ID			Item	Part Number	Manufacturer	Qty
X	Y	Z				
1	0	0	Dell Cluster Server			
1	1	0	Dell 6650 Cluster Server			
1	1	1	Base: PowerEdge 6650, Intel Xeon 3.0GHz w/4MB Cache Xeon, Redundant Power	221-4770	Dell	2
1	1	2	Processor: Dual Processor 3.0GHz/4MB Cache, Intel Xeon PowerEdge 66XX	311-3538	Dell	2
1	1	3	Memory: 8GB DDR SDRAM (8X1GB)	311-1553	Dell	2
1	1	6	First Hard Drive: 73GB 15K RPM Ultra 320 SCSI Hard Drive, PowerEdge	340-8582	Dell	2
1	1	7	Primary Controller: PERC4,DC, 128MB, 2 Internal Channels	340-9771	Dell	2
1	1	8	Diskette Drive: 1.44MB Diskette Drive for Dell PowerEdge Servers	340-3612	Dell	2
1	1	9	Operating System: Dell OpenManage Kit, 32 bit	310-1261	Dell	2
1	1	11	Mouse: Mouse Option None	310-0024	Dell	2
1	1	12	Dual On-Board NICS ONLY	430-8991	Dell	2
1	1	13	CD ROM: 24X IDE CD-RW/DVD ROM Drive for PowerEdge Servers	313-1999	Dell	2
1	1	15	Additional Storage: 73GB, 15K RPM, Ultra 320 SCSI, PowerEdge	340-8582	Dell	2
1	1	16	ARO Add-in RAID 0	340-3865	Dell	2
1	1	17	Rapid rails, PE6650	310-1453	Dell	2
1	1	26	Additional Storage: 73GB, 15K RPM, Ultra 320 SCSI, PowerEdge	340-8582	Dell	2
1	1	27	Additional Storage: 73GB, 15K RPM, Ultra 320 SCSI, PowerEdge	340-8582	Dell	2
1	1	28	Additional Storage: 73GB, 15K RPM, Ultra 320 SCSI, PowerEdge	340-8582	Dell	2
1	1	29	Intel Pro 1000MT Dual Port Gigabit Network Adapter	430-0560	Dell	2
1	2	0	Software and Accessories			
1	2	1	Intel Pro 1000MT Copper Gigabit Network Adapter Customer Install	420-4026	Dell	2
2	0	0	Racks and UPS Devices			
2	1	0	First Rack			
2	1	1	PowerEdge 4210 Rack, Frame, Doors, Side Panel Ground, 42U, PS	220-4494	Dell	1
2	1	6	42U Rack, Interconnect Kit PS to PS	310-1282	Dell	1
2	1	7	24Amp, Power Distribution Unit 208V, w/IEC to IEC cords	310-1880	Dell	2

Item ID			Item	Part Number	Manufacturer	Qty
X	Y	Z				
2	1	8	42U Rack, Cost Red, Side Stabilizer	310-1791	Dell	1
2	2	0	Second Rack, with Server Console			
2	2	1	PowerEdge 4210 Rack, Frame, Doors, Side Panel Ground, 42U, PS	220-4494	Dell	1
2	2	2	12' Cable, 16 pin, Switch Box, Mouse/Keyboard/Video	310-0977	Dell	4
2	2	3	7' Cable, 16 pin, Switch Box, Mouse/Keyboard/Video	310-0975	Dell	4
2	2	8	24Amp, Power Distribution Unit 208V, w/IEC to IEC cords	310-1880	Dell	2
2	2	9	16 Port Keyboard/Monitor/Switchbox, Black, for Dell PowerEdge	310-0971	Dell	1
2	2	10	15FP, 1U Rack Console with Rapid Rails, 15" TFT LCD, 83 key mini-keyboard, US	310-4226	Dell	1
2	2	11	42U Rack, Cost Red, Side Stabilizer	310-1791	Dell	1
2	3	0	UPS for Dell Servers and Storage			
2	3	1	Symmetra LX 12kVA UPS - Scalable to 16kVA N+1 -- Includes 2 Yr Next Day Warranty	A036776 8	APC	1
2	3	2	APC Symmetra LX 4kVA Module	A035833 6	APC	1
2	3	3	Symmetra XR Frame with 4 Batteries, 208/240V	A004061 7	APC	1
2	3	4	APC Symmetra LC PDU 2 L6-30R	A041095 5	APC	2
2	3	8	Snagless CAT6 Patch Cable 30 ft	A015866 0	Dell	32
4	0		24TB Usable RAID5 Storage			
4	1	0	Dell CX700 Disk Processor			
4	1	1	Dell EMC CX700 Disk Processor Enclosure Array	221-4208	Dell	1
4	1	2	Navisphere Mgr Suite, Dell CX700 Departmental (3-7 Hosts) with Mgr/Agent/Acc Logix	410-0378	Dell	1
4	2	0	Dell First Disk Array Enclosure for CX700			
4	2	1	Dell EMC DAE2-OS Disk Array Enclosure for use with CX700 SPE	221-4211	Dell	1
4	2	2	Fifteen 146 GB 10K Fibre Channel-2 Hard Drive for CX/DAE2 Enclosures from EMC	341-0367	Dell	1
4	3	0	Dell Second and Subsequent Disk Array Enclosures for Cx700			
4	3	1	Dell EMC DAE2 Disk Array Enclosure	221-0894	Dell	12

Item ID			Item	Part Number	Manufacturer	Qty
X	Y	Z				
4	3	2	15X146GB 10K Fibre Channel-2 Hard drive for CXXXX, DAE2-OS,and DAE2 enclosures	340-8064	Dell	12
4	4	0	Brocade Storage Area Network Switches			
4	4	1	Brocade 32-Port Fibre Channel 2 Switch fully populated with 32 short-wave SFPs	221-2168	Dell	2
4	4	2	5M Multi-Mode FC Cable LC-LC	310-0755	Dell	8
4	4	7	32-Port Switch Installation	950-6768	Dell	2
4	5	0	Fibre Channel Host Bus Adapters			
4	5	1	Qlogic 2342 2GB Optical Dual-Port HBA with Windows 2000 Drivers attached	221-1293	Dell	2
4	6	0	Fibre Channel Host Bus Adapters			
4	6	1	Qlogic 2342 2GB Optical Dual-Port HBA with Windows 2000 Drivers attached	221-1293	Dell	2
4	7	0	SAN Software and Accessories			
4	7	1	15 ft. CAT5E black patch cord cable snagless	A000441 5	Dell	32
4	7	2	Rapid Rails for Brocade 32 Port FC-2 Switch from EMC, Customer Install	310-4089	Dell	2
5			Qlogic 2200F HBA for 650F/630F (PCI HBA, 64/66 HSSDC INTRFC)	123918-8	Dell	2
6			Gigabit Ethernet Switches			
6	1		Catalyst 3750 24 10/100/1000T + 4 SFP Standard Multilayer	WS-C3750G-24TS-S	Cisco	2
6	2		Cisco Redundant Power System 675 with 1 connector cable	PWR675-AC-RPS-N1=	Cisco	1
6	3		1.2 meter cable for Cisco RPS 675 to external device connection	CAB-RPS-1614=	Cisco	1
6	4		GE SFP, LC connector SX transceiver	GLC-SX-MM=	Cisco	2
6	5		Cisco StackWise 50CM Stacking Cable	CAB-STACK-50CM=	Cisco	1
6	6		Cisco StackWise 1M Stacking Cable	CAB-STACK-1M=	Cisco	1

Item ID			Item	Part Number	Manufacturer	Qty
X	Y	Z				
6	7		1000Base-SX GBIC	WS-G5484	Cisco	2
6	8		50m LC/SC MM Fiber Jumper	FBRJ-5B77PL-47	Compu-Link	2
7	0		Fibre Channel LTO-2 Tape Library			
7	1		Base Unit: PowerVault 160T, LTO-2 Control Module, 1-12 Drives	221-3590	Dell	1
7	2		PV160T, 96 slots defaulted with the base	420-3909	Dell	1
7	3		PV160T, Additional 84 Slot Capacity License Key (420-3910)	420-3910	Dell	1
7	4		PV160T, Additional 84 Slot Capacity License Key	420-3910	Dell	1
7	5		PV160T, LTO-2 Empty tape magazine, Single Quantity	340-9859	Dell	6
7	6		One PV160T STORAGE NETWORK CONTROLLER for 1-4 drives	430-1045	Dell	1
7	7		Four LTO-2 Full height drive for PV160T, 200/400GB	340-9775	Dell	1
13	0		Test Workstations			
13	1		OptiPlex GX280 Small MiniTower: Pentium 4 520 Processor 2.8GHz, 800FSB, 1M Cache	221-5291	Dell	8
13	2		Memory: 1GB Non-ECC 400MHz DDR2 1x1GB Optiplex GX280 or SX280	311-3680	Dell	8
13	3		Keyboards: Dell USB Keyboard, No Hot Keys Optiplex	310-5247	Dell	8
13	6		Video Card: Integrated Video Intel DVMT, GX260/GX270	320-0428	Dell	8
13	7		Hard Drives: 80GB SATA 7200 RPM Hard Drive with data burst cache, Optiplex GX280 and SX280	341-0905	Dell	8
13	8		Floppy Drive: 1.44MB 3.5 Inch Floppy Drive	340-8733	Dell	8
13	1	0	Mouse: Dell USB 2 Button Mouse, Scroll, OptiPlex	310-4126	Dell	8
13	1	1	CD Rom or DVD Rom Drive: 48X CD ROM, EIDE, Small Desktop or MiniTower, Dell OptiPlex GX280	313-2484	Dell	8
14			Dell 2100FP flat panel 20.1 in diagonal monitor	320-1578	Dell	8
			Document Scanners			
			Bell and Howell 1000FB	1000FB	Bell and Howell	1
			Kodak 3500D	3500D	Kodak	9
			Ricoh Scanners	ID450DE	Ricoh	4
			Fujitsu M4097D	M4097D	Fujitsu	3

Item ID			Item	Part Number	Manufacturer	Qty
X	Y	Z				
			Fujitsu FI-4220C	FI-4220C	Fujitsu	2
			Fujitsu FI-4750L	FI-4750L	Fujitsu	4
			Fujitsu FI-5750C	FI-5750C	Fujitsu	2

DIWS TEST SYSTEM HARDWARE LIST:

Item #	Description	Part Number	Manufacturer	Quantity
	Servers:			
	PowerEdge 6450, 550 MHz PIII, 512K Cache, Redundant Power, Base	220-9015	Dell	2
	Microsoft NTS/ENT 4.0 on CD, 25 client access licenses, OEM packaging, US version, factory install	420-1515	Microsoft	2
	2 GB RAM 8 x 256MB EDO DIMMs	311-4112	Dell	2
	Dell PowerEdge 63x0, 550Mhz, 512K Cache, quad processors	311-9997	Dell	2
	CD 680M IDE no controller/no cable, 24X, black, factor install	313-3618	Dell	0
	18GB hard drive, U169M, 10krpm, factory install	340-8808	Dell	4
	FC-HBA adapter, Dual, Fiber Optic, 2200F for Dell PowerVault factor install	340-8317	Dell	2
	PERC2-Dual channel RAID card, 64MB cache, 1internal & 1 external channel, & DOCS, for PE servers, factory install	340-9007	Dell	2
	2 each, Intel Pro 100 Plus Ethernet network cards, factory install	430-2219	Intel	2
	Rack Cable Management Arm for Dell PowerEdge 4350/6350	310-4021	Dell	2
	146GB 10K RPM Ultra 320 SCSI hard drive	340-7916	Dell	4
	Magnetic Storage:			
	PowerVault 630F	220-0480	Dell	11
	36GB fiber channel hard drives, 1.6" 10000 rpm, 10 pack, for Dell PowerEdge servers, factory install	340-3705	Dell	11
	Optical Storage:			
	HP 1200ex Optical Jukebox	C1111J	Hewlett Packard	1
	SU2200NET APC Unit/Jukebox UPS	SU2200NET	APC	1
	Dell RAID System:			
	PowerVault 650F	220-0479	Dell	1

36GB fiber channel hard drives, 1.6", 10,000 rpm, 10 pack, for Dell PowerEdge servers, factory install	340-3705	Dell	1
512MB Total (8x128MB ECC) RAM, 4 DIMMS/SP, for Dell PowerVault 650F, factory install3	311-0637	Dell	2
Link Controller, 2 SP/2 LCC for Dell PowerVault 650F, factory install	340-0840	Dell	1
Open Manager, Data Organizer, CD-ROM, factory install	310-3652	Dell	1
Open Manager, Data Analyzer, CD-ROM, factory install	310-3651	Dell	1
Open Manager, Administrator, CD-ROM, factory install	310-3650	Dell	1
PowerVault 660F	220-0997	Dell	1
Dell Fiber Channel Switch:			
PowerVault 51F base	220-0658	Dell	2
Adapter, Gigabit Interface Card Switching, Optical, factory install	310-3585	Dell	12
Adapter, Gigabit Interface card Switching, Copper, factory install	310-3584	Dell	4
Power supply, 110W, Dual for PowerVault 51F- factory install	310-3581	Dell	2
Dell DLT Tape System:			
PowerVault 130T, DLT 7000 Rack Mount Base	220-0643	Dell	1
PowerVault 130T SCSI (DLT Library) hardware installation	902-7579	Dell	1
Dell PowerVault Rack – 1:			
Rack for Dell PowerEdge base, black, factory install	220-0605	Dell	1
Uninterruptible power supply, APC 3000, 3U rack mount with L5-30P locking plug for Dell PE rack, factory install	310-0216	APC	2
Cable for switch box, monitor/keyboard/mouse, 12', one per server, connected to switch box, factory install	310-0083	Dell	2
UPS Interface card, SNMP, 2 Port, factory install	310-0075	Dell	2
Rack mount rail for PowerVault 130T, factory install	310-0477	Dell	1
Rack rails only, for Dell PowerEdge 4350/6350, factory install	310-4025	Dell	2
Switch box for keyboard. Monitor, black, for Dell PowerEdge rack, factory install	310-0245	Dell	1

2U Console, Integrated flat panel monitor/keyboard/trackball, black, for Dell PE rack, factory install	310-0360	Dell	1
Rack Kit for PV 51F, factory install	310-3582	Dell	2
Rack interconnect kit, black, for Dell PowerEdge Rack, factory install	310-0234	Dell	1
Rack side panels, black, for Dell PowerEdge rack, factory install	310-0235	Dell	1
Rack stabilizing side braces, black, for Dell PowerEdge rack, factory install	310-0236	Dell	1
Inside delivery side braces for PowerEdge rack, factory install	460-0566	Dell	1
6-Outlet power strip for PowerEdge server rack, factory install	310-0081	Dell	4
PDU, 120 Volt low power with locking plug, for PowerEdge rack, factory install	310-3929	Dell	1
Dell PowerEdge Rack – 2:			
Rack for Dell PowerEdge base, black, factory install	220-0605	Dell	1
Uninterruptible power supply, APC 3000, 3U rack mount with L5-30P locking plug for Dell PE rack, factory install	310-0216	APC	2
UPS Interface card, SNMP, 2 Port, factory install	310-0075	Dell	2
Standby Power Supply Rack Mounting Kit, single or dual for PV 650F, factory install	310-0205		
Dell PowerEdge Rack – 3:			
Rack for Dell PowerEdge base, black, factory install	220-0605	Dell	1
Uninterruptible power supply, APC 3000, 3U rack mount with L5-30P locking plug for Dell PE rack, factory install	310-0216	APC	2
UPS Interface card, SNMP, 2 Port, factory install	310-0075	Dell	2
Optical Storage:			
HP 1200ex Optical Jukebox	C1111J	Hewlett Packard	1
SU2200NET APC Unit/Jukebox UPS	SU2200NET	APC	1
Communications:			
Cisco 1720 10/100BaseT Modular Router	RRCICISCO1720	Cisco	
SCSI Interface for Canon Microfiche Scanner		Canon	1
WS-C412, 12 Port 10/100 Hub	WS-C412		

	Base Unit			
	HP ProCurve 10/100 Hub 24 (MDI)		HP	
	8-port 10/100BASE-TX Fast Ethernet unmanaged hub	EFAH08W	Linksys	1
	US Robotics 56Kbit external modem		US Robotics	1
	Nortel 450 Switch 24 port (5PK) AL2012E23		Nortel	1
	SEC-17-VPN-M VPN Module			

**ATTACHMENT 16
DIWS MAINTENANCE SOFTWARE LIST**

DIWS PRODUCTION SERVER SOFTWARE MAINTENANCE LIST:

Item ID			Item	Part Number	Manufacturer	Qty
X	Y	Z				
3	0		Operating System Server and Client Licenses		3	0
3	1		LIC/SA Windows Server CAL	A010335 9	3	1
3	2		LIC/SA Windows SVR ENT GOV'T-6.0	A010335 5	3	2
3	3		Win Svr Ent 2003 English Disk Kit MVL CD N P72-00114	A010122 2	3	3
3	4		Win Advanced Svr 2000 English/MultiLang CD Service Pack 4 Full Install NC10-015	A013291 7	3	4
			Dell CX700 Disk Processor			
4	1	1	Dell EMC CX700 Disk Processor Enclosure Array	221-4208	Dell	1
4	1	2	Navisphere Mgr Suite, Dell CX700 Departmental (3-7 Hosts) with Mgr/Agent/Acc Logix	410-0378	Dell	1
4	1	3	EMC VisualSAN, Performance Manager	420-3992	Dell	1
4	1	4	EMC VisualSAN, 32 port Upgrade	420-3993	Dell	1
4	1	16	SnapView for Dell CX700	410-0386	Dell	1
			Oracle Database			
8	1		Oracle 10g RDBMS Enterprise Edition Per Processor Perpetual License	A014782 1	Oracle	4
8	2		Oracle 10g RDBMS Enterprise Edition Updates Subscription Per Processor - 1 Year	A014781 9	Oracle	4
8	3		Oracle 10g RDBMS Enterprise Edition Technical Support Per Processor - 1 Year	A014781 7	Oracle	4
8	4		Oracle 10g Real Application Clusters - Per Processor Perpetual License	A014780 5	Oracle	4
8	5		Oracle 10g Real Application Clusters Updates Subscription Per Processor - 1 Year	A014780 3	Oracle	4
8	6		Oracle 10g Real Application Clusters Technical Support Per Processor - 1 Year	A014780 1	Oracle	4
8	7		Database CD Pack	A014855 1	Oracle	1
8	8		Oracle License DOMS entry	A018910 8	Oracle	1
			SAN Software and Accessories			
4	7	3	HBA Utility CD, WIN attach customer install	420-0903	Dell	2
4	7	4	Power Path ENT Windows Departmental Customer Kit	420-0961	Dell	2
4	7	5	HBA Utility CD, WIN attach customer install	420-0903	Dell	2

Item ID			Item	Part Number	Manufacturer	Qty
X	Y	Z				
			Veritas Backup Products			
9	1	1	NetBackup Database Pack Entitlement - 3 Years Customer Install	420-4352	Veritas	2
9	1	2	DPS Storage Group Enterprise Backup and Recovery Implementation	902-9707	Dell	1
9	1	3	NetBackup (for WIN, NW, LINUX) CDx, Customer Install	420-3508	Veritas	1
9	1	4	NetBackup Master and Media Server Entitlement - 3 Years Customer Install	420-4348	Veritas	1
9	1	5	NetBackup SAN Media Server Entitlement - 3 Years Customer Install	420-4349	Veritas	2
9	1	6	NetBackup SAN Drive Pack Entitlement - 3 Years Customer Install	420-4363	Veritas	4
9	1	8	NetBackup client license for Windows	420-4351	Veritas	5
9	1	9	NetBackup Master/Media Server WIN/NW/LNX License Keys and CDs	420-3660	Veritas	1
9	1	10	NetBackup SAN Media Server WIN/LNX License Keys	420-3665	Veritas	2
9	1	11	NetBackup SAN Drive Pack WIN/LNX License Keys	420-3666	Veritas	4
9	1	12	NetBackup Database Pack Entitlement	420-3667	Veritas	2
9	2	0	Veritas Storage Management Products			
9	2	1	NetBackup Cross Platform Advanced Reporter	A023019 8	Veritas	1
9	2	2	NetBackup Cross Platform Advanced Reporter License Extended Support 24 X 7, 1-Year (Qty 2 for 2 years)	A023020 0	Veritas	2
9	2	3	Data LifeCycle Manager Windows 2003, Server License, V5.0	A035794 0	Veritas	1
9	2	4	Data LifeCycle Manager Windows 2003, Server Support -- 1 Year (Qty 2 for 2 years)	A035780 3	Veritas	2
9	2	5	Data LifeCycle Manager Windows 2003, Server Documentation	A034711 1	Veritas	1
9	2	6	Data LifeCycle Manager Windows 2003, Server Media	A036266 3	Veritas	1
9	2	7	Data LifeCycle Manager Quality of Data Server	A035779 1	Veritas	1
9	2	8	Data LifeCycle Manager Quality of Data Server Support -- 1 Year (Qty 2 for 2 years)	A035805 0	Veritas	2
9	2	9	Data LifeCycle Manager NTFS Agent	A035792 4	Veritas	2

Item ID			Item	Part Number	Manufacturer	Qty
X	Y	Z				
10	0		Authentication Software			
10	1		TripWire Server Manager	Server	TripWire	5
10	3		TripWire Manager Console	Tripwire Manager	TripWire	1
11			Anti-Virus Software for Servers			
			McAfee Anti-Virus (Use MD State License) 5-PACK VPM80E005RAA CDWG	McAfee VirusScan Enterprise	McAfee	1
12			Beyond Compare	n/a	Scooter Software	1

DIWS TEST SERVER SOFTWARE MAINTENANCE LIST:

Item #	Description	Part Number	Manufacturer	Quantity
	Servers:			
	Microsoft NTS/ENT 4.0 on CD, 25 client access licenses, OEM packaging, US version, factory install	420-1515	Microsoft	2
	Oracle 8i Database with Passive Clustering, Application Specific Licensing, 100 Concurrent Connections		Oracle	1
	Oracle FailSafe		Oracle	1
	Veritas Backup Exec		Veritas	1
	HighView Imaging and Workflow Software		AMS	1
	Customized HighView Software Applications		AMS	1
	Microsoft Cluster Server/Administrator		Microsoft	1
	Executive Software's Disk Keeper		Executive Software	1
	APC PowerChute Plus		APC	
	QL Configuration Utility			1
	QuicKeys			2
	Fujitsu FI-4750L	FI-4750L	Fujitsu	3
	Dell Array Manager		Dell	1
	Open Manager, Data Organizer, CD-ROM, factory install	310-3652	Dell/Clarion	1
	Open Manager, Data Analyzer, CD-ROM, factory install	310-3651	Dell/Clarion	1
	Open Manager, Administrator, CD-ROM, factory install	310-3650	Dell/Clarion	1

	Jukebox Server			
	Legato/EMC Archive Extender		EMC	1
	Workstation Software:			
	Adobe Approval Version 4		Adobe	52
	Kofax Advanced Batch Scanning		Kofax	21
	Oracle 8i Client		Oracle	267
	Symantec PC Anywhere 9		Symantec	233
	HighView Client version 4		HighView	267
	HighView Workflow Composer		HighView	15
	Custom DCOM Components (indexing and workflow stations)			250
	StarSQL Client version 5			250

ATTACHMENT 17
LIST OF MVA BRANCH OFFICE LOCATIONS

<p><u>ANNAPOLIS</u> Natalie Llewellyn, Mgr. 160 Harry S. Truman Parkway Annapolis, Maryland 21401</p>	<p>(410) 573-4780 Office 01 Anne Arundel Co.</p>	<p><u>HAGERSTOWN</u> Rebecca Snyder, Mgr. 18306 Col. Henry K. Douglas Drive Hagerstown, Maryland 21740</p>	<p>(240) 410-5229 Office 13 Washington County</p>
<p><u>BALTIMORE CITY</u> Clarence Sellers, Mgr. 2500 Gwynns Falls Parkway Baltimore, Maryland 21261</p>	<p>(410) 333-5835 Office 24 Baltimore City</p>	<p><u>LARGO</u> Sherrie Dyson, Mgr. 10251 Central Avenue Upper Marlboro, Maryland 20772</p>	<p>(301) 333-1500 Office 10 Prince George's County</p>
<p><u>BEL AIR</u> Linda Colden, Mgr. 501 West MacPhail Road Bel Air, Maryland 21014</p>	<p>(410) 879-3906 Office 02 Harford County</p>	<p><u>LOVEVILLE</u> Tim Ballard, Mgr. 27351 Point Lookout Road Leonardtown, MD 20650</p>	<p>(301) 997-1750 Office 17 St. Mary's County</p>
<p><u>BELTSVILLE</u> Betty Thompson Mgr. 11760 Baltimore Avenue Beltsville, Maryland 20705</p>	<p>(301) 210-2900 Office 36 Prince George's County</p>	<p><u>OAKLAND</u> (10:00am–3:30pm), Tues. & Thurs. ONLY Lenna Morgan, Mgr. 400 Weber Road Oakland, MD 21550</p>	<p>(301) 729-4505 Office 18 Garrett County</p>
<p><u>CUMBERLAND</u> Lenna Morgan, Mgr. 13300 Winchester Road SW Rt. 53 LaVale, Maryland 21050</p>	<p>(301) 729-4668 Office 06 Allegany County</p>	<p><u>PARKVILLE</u> Synethia Kenner, Mgr. 8966 Waltham Woods Road (North Plaza Shopping Center) Parkville, Maryland 21234</p>	<p>410-663-7560 Baltimore County</p>
<p><u>EASTON</u> Don Howeth, Mgr. 9148 Centreville Road Easton, Maryland 21601</p>	<p>(410) 820-6900 Office 08 Talbot County</p>	<p><u>PRINCE FREDERICK</u> (8:30am–3:30pm), Mon. & Tues. ONLY Tim Ballard, Mgr. 200 Duke Street Prince Frederick, MD 20678</p>	<p>(410) 535-8806 Office 19 Calvert County</p>
<p><u>ELKTON</u> Patricia McQuade, Mgr. 105 Chesapeake Blvd. Suite A Elkton, MD 21921</p>	<p>(410) 392-3569 Office 09 Cecil County</p>	<p><u>SALISBURY</u> Debra Taylor, Mgr. 251 Tilghman Road Salisbury, Maryland 21801</p>	<p>(410) 219-7737 Office 21 Wicomico County</p>
<p><u>ESSEX</u> Mike Sears, Mgr. Middlesex Shopping Center 1338-A Eastern Boulevard Essex, MD 21221</p>	<p>(410) 780-3604 Office 25 Baltimore County</p>	<p><u>WALDORF</u> Sharon Semler, Mgr. 11 Industrial Park Drive Waldorf, Maryland 20602</p>	<p>(301) 632-6501 Office 16 Charles County</p>

<u>FREDERICK</u> Paul Cebeci, Mgr. 1601 Bowmans Farm Road Frederick, Maryland 21701	(301) 631-7142 Office 11 Frederick County	<u>WESTMINISTER</u> Ronald Wagner, Mgr. 1106 Baltimore Blvd. Westminster, MD 21157-7025	(410) 386-3200 Office 23 Carroll County
<u>GAITHERSBURG</u> Jane Thomas, Mgr. 15 Metropolitan Grove Road Gaithersburg, Maryland 20878	(301) 990-3401 Office 15 Montgomery County	<u>WHITE OAK</u> Sherry Gardner, Mgr. 2131 Industrial Parkway Silver Spring, Maryland 20904	(301) 989-6200 Montgomery County
<u>GLEN BURNIE</u> Rhonda Witt, Mgr. 6601 Ritchie Highway Glen Burnie, Maryland 21062	(410) 787-7899 Office 12 Anne Arundel Co	<u>CUMBERLAND CUSTOMER SERVICE CENTER</u> Betsy Woolfson, Mgr.	301-729-4669 Allegany County

Full Service Offices Hours:

Monday-Friday 8:30 - 4:30
Saturday 8:30 - noon (Driver Services only)

Express Offices Hours:

Monday - Friday 10:00 - 7:30
Saturday 8:30 - 4:00

**ATTACHMENT 18
INSTRUCTIONS FOR ACCESSING THE MDOT SECURE FTP SITE**

Instructions for Accessing Maryland Department of Transportation’s Secure FTP Server for Maryland Motor Vehicle Administration Clients

- A. Start your browser.
- B. In the address field key in <https://sftp.mdot.state.md.us>
- C. Click “go” or press the “Enter” key.
- D. If you receive the following "Security Alert" window, select “Yes” to proceed.



- E. When prompted, enter your User Name and Password assigned by Maryland MVA and select “OK” or press the “Enter” key.

Enter Network Password [?] [X]

 Please type your user name and password.

Site: sftp.mdot.state.md.us

Realm: FileDrive\w^w

User Name:

Password:

Save this password in your password list

OK Cancel

- F. You are now connected to the MDOT Secure FTP server. We recommend that you save the URL to "favorites"
- G. To close your session click the "Secure Transport" button at the top of the screen.

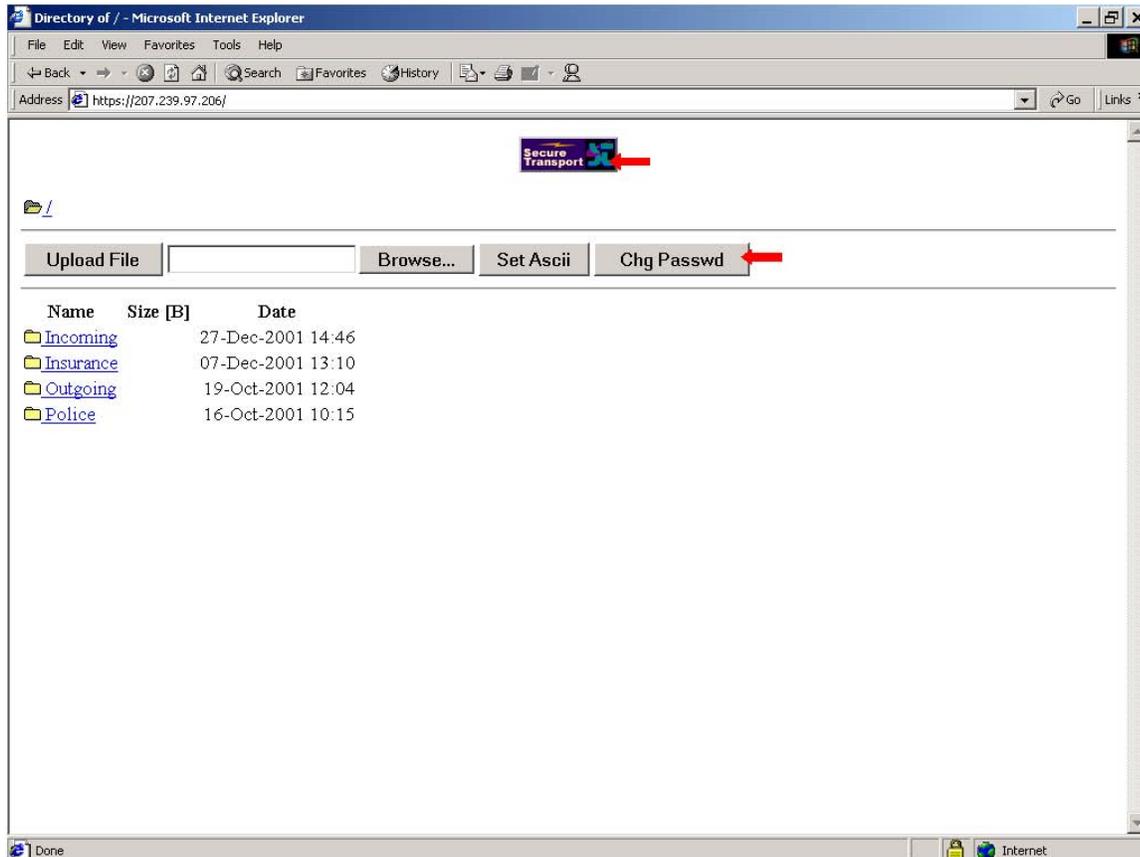


Figure 1

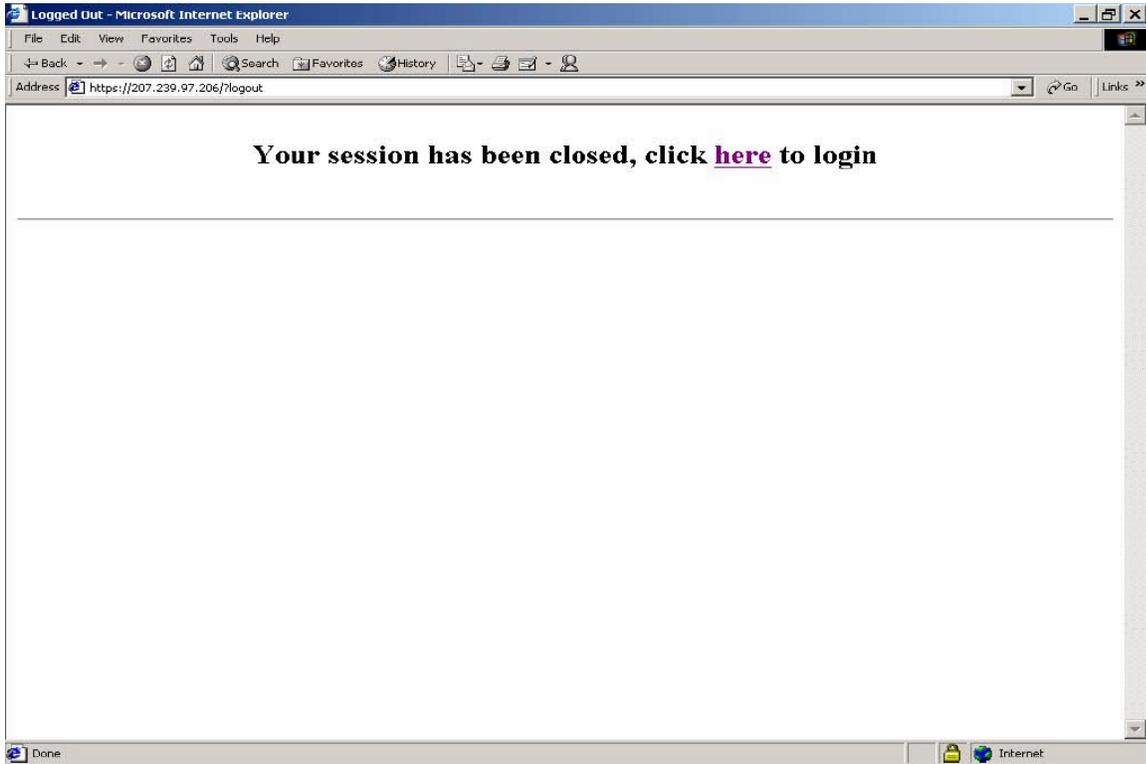
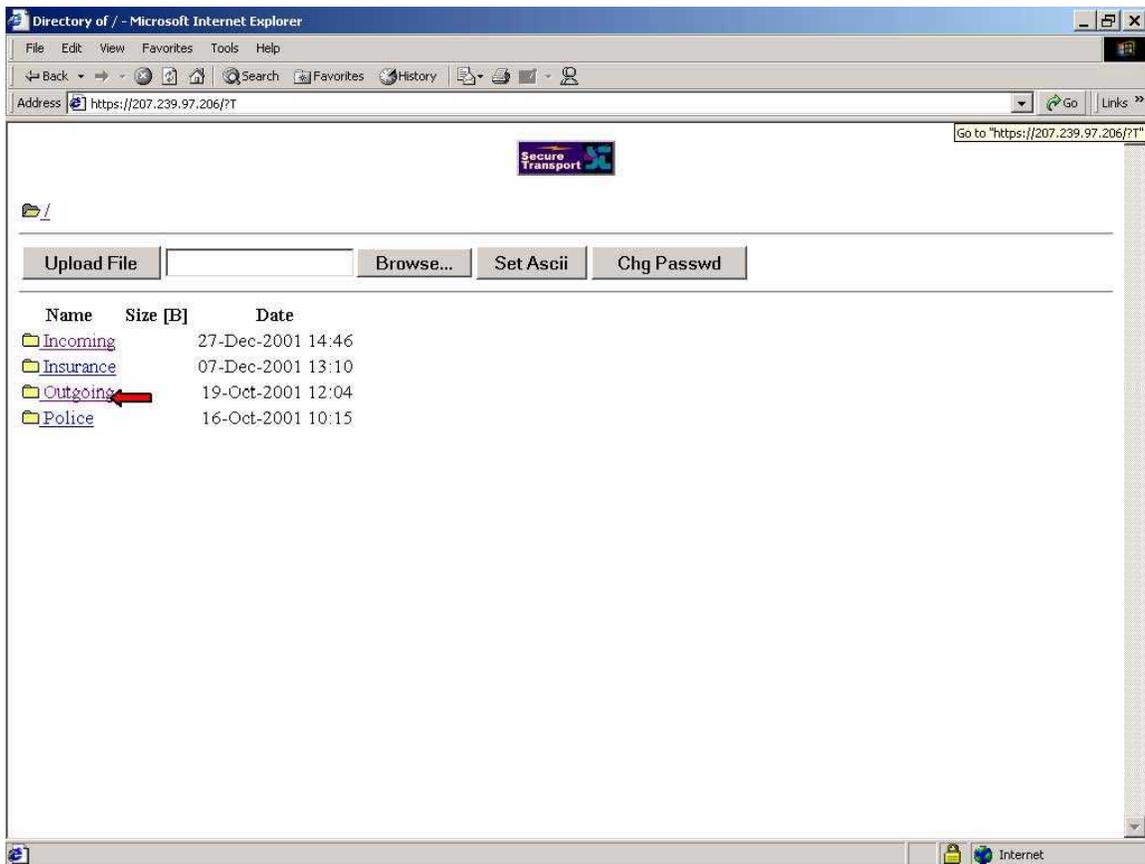


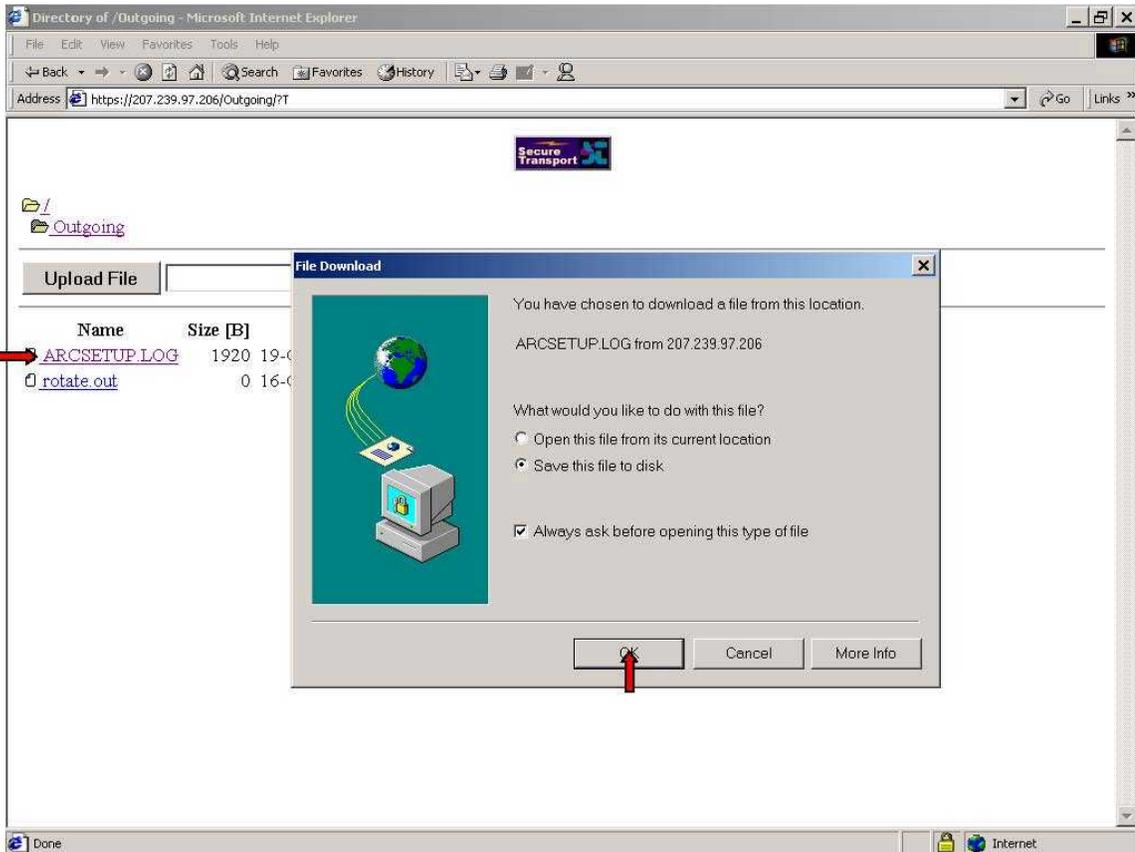
Figure 2

Retrieving a File from the Maryland Department of Transportation Secure FTP Server (Downloading)

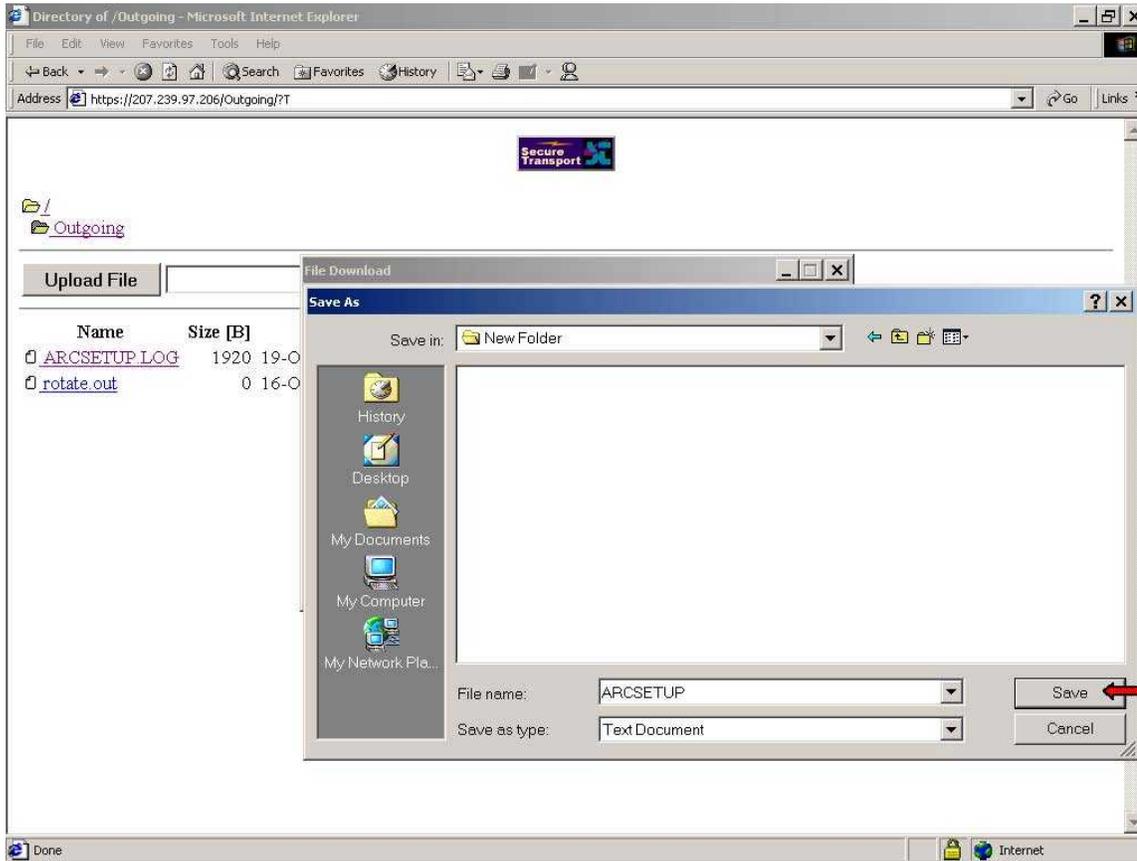
1. To retrieve a file from the Maryland Department of Transportation Secure FTP Server, click the “Outgoing” Name (directory).



2. Click the file you would like to download, the “File Download” window appears, and then follow the instructions in the “File Download” window. Click the “OK”.



3. The "Save As" window will appear. Locate a folder that you wish to save the file into. You may also create a new folder, which this file can be placed in. Click the "Save" button once the destination has been determined. The file will then be downloaded to your system.



4. To report a problem, please call the Maryland Department of Transportation Help Desk (410-768-7181) and explain your problem. They will request information from you and work with you to resolve the problem.

